

**OR STATE POLICE COMMUNICATIONS - SALEM ... 911 / 800-452-7888 (O)**  
3710 Portland Rd NE Salem, OR 97301-0312  
503-585-6635 (F) Email: mckinley.lawrence@or.us.gov

**OR STATE POLICE REGIONAL DISPATCH - BEND .. 911 / 541-617-0617 (O)**  
63319 Jamison St Bend, OR 97701-8288  
541-382-6592 (F) Email: terry.oconnell@state.or.us

**OR STATE POLICE REGIONAL DISPATCH - CENTRAL POINT ..... 911 / 541-664-4600 (O)**  
4500 Rogue Valley Hwy # A Central Point, OR 97502-1636  
541-664-5287 (F) Email: sandy.pickle@state.or.us

**PENDLETON POLICE DEPT ..... 911 / 541-276-4411 (O)**  
622 Airport Rd Pendleton, OR 97801-4598  
Email: police@pendleton.or.us

**PORT OF PORTLAND COMMUNICATIONS CTR . 911 / 503-460-4000 (O)**  
PO Box 3529 Portland, OR 97208-3529  
503-460-4124 (F) Email: roberd@ci.portptld.com

**PORTLAND ADVENTIST MEDICAL CTR EMRG ..... 503-251-6300 (H)**  
**503-251-6164 (V) 503-251-6224 (O)**  
10123 SE Market St Portland, OR 97216-2532

**REEDSPORT POLICE DEPT ..... 911 / 541-271-2109 (O)**  
146 N 4th St Reedsport, OR 97467-1494  
541-271-4735 (F)

**S CLATSOP COUNTY COMMUNICATIONS - SEASIDE ..... 911 / 503-738-6311 (O)**  
1091 S Holladay Dr Seaside, OR 97138-6612  
503-738-6554 (F) Email: spdadmin@seasidepd.org

**S LANE COUNTY 911 - COTTAGE GROVE ..... 911 / 541-942-2464 (O)**  
400 E Main St Cottage Grove, OR 97424-2034  
541-942-4310 (F) Email: dan@cgpolice.org

**SANTIAM CANYON COMMUNICATIONS - STAYTON 911 / 503-769-4484 (O)**  
PO Box 603 Stayton, OR 97383-0603  
503-769-3324 (F) Email: caflower@open.org

**SHERMAN COUNTY 911 ..... 911 / 541-565-3100 (O)**  
PO Box 159 Heppner, OR 97836-0159  
541-565-3024 (F) Email: spayne@gorge.net

**SILVER FALLS 911 ..... 911 / 503-873-5326 (O)**  
400 S Water St Silverton, OR 97381-2137  
503-873-7452 (F) Email: edsgoldens@aol.com

**SOUTHERN OR REGIONAL COMMUNICATIONS - MEDFORD ..... 911 / 541-776-7206 (O)**  
400 Pech Rd Central Point, OR 97502-3185  
541-772-1817 (F)

**SWEET HOME POLICE DEPT ..... 911 / 541-367-6177 (O)**  
1140 12th Ave Sweet Home, OR 97386-2111  
541-367-5235 (F)

**TILLAMOOK COUNTY 911 ..... 911 / 503-815-3911 (O)**  
PO Box 911 Tillamook, OR 97141-0911  
503-842-8805 (F) Email: lawman@wcn.net

**TOLEDO POLICE DEPT ..... 911 / 541-336-5555 (O)**  
496 NE Highway 20 Toledo, OR 97391-1435  
541-336-2123 (F) Email: tdp@cityoftoledo.org

**UMATILLA COUNTY SHERIFF'S OFC - PENDLETON 911 / 541-966-3650 (O)**  
4700 NW Pioneer Pl Pendleton, OR 97801-9038  
541-278-5496 (F) Email: kathy@co.umatilla.or.us

**UNION COUNTY COMMUNICATIONS - LA GRANDE 911 / 541-963-5112 (O)**  
1109 K Ave La Grande, OR 97850-2111  
541-963-3558 (F) Email: lolac@oregontrail.net

**WALLOWA COUNTY SHERIFF'S OFC - ENTERPRISE ..... 911 / 541-426-3131 (O)**  
101 S River St Ste 101 Enterprise, OR 97828-1363  
541-426-4685 (F) Email: wcco@oregontrail.net

**WARM SPRINGS POLICE DEPT ..... 911 / 541-553-1171 (O)**  
PO Box C Warm Springs, OR 97761-3001  
541-553-1376 (F) Email: wspd@wstribes.org

**WASCO COUNTY COMMUNICATIONS - THE DALLES ..... 911 / 541-298-5508 (O)**  
511 Washington St Ste 201 The Dalles, OR 97058-2237  
541-298-1913 (F)

**WASHINGTON COUNTY CONSOLIDATED COMMUNICATIONS - B .. 911 / 503-629-0111 (O)**  
PO Box 6375 Beaverton, OR 97007-0375  
503-531-0186 (F) Email: rbrown@wcca.com

**WHEELER COUNTY 911 ..... 911 / 541-676-5317 (O)**  
PO Box 159 Heppner, OR 97836-0159  
541-676-5577 (F)

**WILLAMETTE VALLEY COMM CTR - MARION & POLK COUNTI ..... 911 / 541-585-8910 (O)**

555 Liberty St SE # 130 Salem, OR 97301-3513  
541-585-8914 (F) Email: mbuchholz@open.org

**YAMHILL COMMUNICATIONS - MCMINNVILLE . 911 / 503-434-6500 (O)**  
130 NE Baker St McMinnville, OR 97128-4945  
503-472-5314 (F) Email: cameraj@ci.mcminnville.or.us

## TELECOMMUNICATIONS

**ACCESS TECHNOLOGIES, INC. .... 503-361-1201 (V) 503-361-1201 (O)**  
3070 Lancaster Dr NE Salem, OR 97305  
503-370-4530 (F) Email: info@accesstechnologiesinc.org Web: www.accesstechnologiesinc.org

**OR STATE PUBLIC UTILITY COMM - RSPF/TDAP ..... 503-373-7171 (V) 503-373-1413 (O)**  
PO Box 2148 Salem, OR 973018-2148  
503-378-6047 (F) dparis@tmail.com (M) 866-948-1216 (VP) Email: puc.rspf@state.or.us puc.tdap@state.or.us Web: www.rspf.org

**OREGON TELECOMMUNICATIONS RELAY SERVICE ..... 866-540-4657 (V) (P) Email: Chameen.R.Stratton@sprint.com Web: www.oregon.gov/PUC/rpsf/otrs**

**RELAY UTAH (SPRINT ACCT MGR) . 866-410-5787 (V) 888-655-3515 (O)**  
PO Box 4120 PMB 202 Portland, OR 97208-4120  
206-254-5138 (F) Email: dan.brubaker@mail.sprint.com

**SPRINT ..... 503-754-5880 (V)**  
3071 Kurt Drive NW Salem, OR 97304  
971-239-5804 (VP) E-mail: Damara.G.Paris@sprint.com

**SPRINT TELEPAGE NW ..... 503-244-9999 (V) 503-452-6280 (O)**  
14945 SW Sequoia Pkwy Ste 150 Portland, OR 97224-7153  
503-452-6288 (F)

**WA RELAY SERVICE (SPRINT ACCT MGR) ..... 888-655-3515 (O)**  
PO Box 4120 Portland OR, WA 97208-4120  
206-254-5138 (F) Web: www.washingtonrelay.com

## ASSISTIVE DEVICES & SERVICES

**DOGS F/T DEAF INC-CENTRAL POINT ..... \*541-826-9220 (O)**  
10175 Wheeler Rd Central Point, OR 97502-9360  
541-826-6696 (F) Web: www.dogsforthe deaf.org

**EUGENE HRG & SPCH CTR ..... \*541-485-8521 (O)**  
1500 W 12th Ave Eugene, OR 97402-3705

**HEARING RESOURCES SOUND SOLUTIONS ..... \*800-531-2139 (H) 503-774-3668 (V) 503-774-7247 (O)**  
4311 NE Tillamook St Portland, OR 97213-1315  
503-774-7247 (F)

**HRG ASSISTANCE TECHNOLOGY ..... \*503-838-6531 (O)**  
920 S 4th St Independence, OR 97351-1602

**PORTLAND CTR FOR HRG & SPCH ..... \*503-228-6479 (O)**  
3515 SW Veterans Hospital Rd Portland, OR 97239-2966

## BUSINESSES

**ACCENT SOUNDS ..... \*503-252-0000 (O)**  
3231 NE 87th Pl Portland, OR 97220-5250

**ALVA ACCESS GROUP INC. .... 4858 SW Scholls Ferry Rd Ste A Portland, OR 97225-1880**  
Email: info@aagi.com Web: www.aagi.com

**CAPITOL CHEVROLET CADILLAC GEO 503-371-2865 (H) 800-888-0591 (V) 503-391-5232 (O)**  
PO Box 12456 2711 Mission St SE Salem, OR 97309-0456

**CARR AUTO GROUP ..... 503-234-5555 (V) 503-234-5472 (O)**  
PO Box 4545 Beaverton, OR 97076-4545  
503-234-5473 (F)

**FINLEY SUNSET HILLS MEMRL PK & MORTUARY ..... 503-292-6654 (V) 503-292-8310 (O)**  
6801 SW Sunset Hwy Portland, OR 97225-3701

**HOME & CATALOG SHOWS ..... \*503-771-5101 (O)**  
PO Box 68404 Portland, OR 97268-0404

**RELIABLE APPLIANCE SVC ..... 503-981-7349 (H)**  
1110 N 3rd St Woodburn, OR 97071-4021

**SPOKES UNLIMITED ..... \*541-883-7547 (O)**  
111 N 7th St Klamath Falls, OR 97601-6003

## EDUCATION

**CHEMEKETA CMTY COLL-DEAF SVCS 503-399-5122 (V) 503-399-5049 (O)**  
PO Box 14007 Salem, OR 97309-7070  
503-399-2519 (F) Email: howj@chemek.cc.or.us

**COLUMBIA RGL PGM F/T HRG IMPD . 503-280-5840 (V) \*503-280-5675 (O)**  
 531 SE 14th Ave Portland, OR 97214-2427

**DBLINK AT WESTERN OREGON UNIVERSITY ..... 800-438-9376 (V) 800-854-7013 / 503 (O)**  
 345 Monmouth Ave N Monmouth, OR 97361-1329  
 503-838-8150 (F) Email: dblink@tr.wou.edu Web: www.tr.wou.edu/dblink/

**EASTERN OR RGNL PGM F/T HRG IMPD ..... 541-276-6616 (O)**  
 2001 SW Nye Ave Pendleton, OR 97801-4416

**LANE CMTY COLL-DISABILITY SVCS .. 541-747-4501 (V) 541-741-3079 (O)**  
 4000 E 30th Ave Eugene, OR 97405-0640

**LANE REGIONAL PGM F/T DEAF & HOH ..... \*541-687-3339 (O)**  
 200 N Monroe St Eugene, OR 97402-4243  
 541-342-5126 (F)

**OR HLTH SCIENCES-HUMAN RESOURCES DEPT ..... 503-494-4661 (O)**  
 3181 SW Sam Jackson Park Rd Portland, OR 97239-3011  
 503-494-4370 (F)

**OR SCHL F/T DEAF ..... \*503-378-3825 (O)**  
 999 Locust St NE Salem, OR 97301-0954  
 503-373-7879 (F) Web: www.osd.k12.or.us

**PORTLAND CMTY COLL ..... \*503-977-4345 (H) 503-246-4072 (O)**  
 PO Box 19000 Portland, OR 97280-0990  
 503-977-4947 (F)

**PORTLAND CMTY COLL-SIGN LANG & INTERP PGM 503-977-4672 (O)**  
 PO Box 19000 Portland, OR 97280-0990  
 503-977-4874 (F) Email: jsmoore@pcc.edu

**REGIONAL RESOURCE CTR ON DEAFNESS AT WESTERN OR U ..... 503-838-8445 (V) 503-838-8444 (O)**  
 345 Monmouth Ave N Ed Bldg #220 Monmouth, OR 97361-1329  
 503-838-8228 (F) Email: rrcd@wou.edu Web: www.wou.edu/rrcd

**TUCKER-MAXON ORAL SCHL ..... \*503-235-6551 (O)**  
 2860 SE Holgate Blvd Portland, OR 97202-3697  
 503-235-6973 (F)

**WESTERN OR UNIV-OFFICE OF DISABILITY SERVICES . \*503-838-8250 (O)**  
 345 Monmouth Ave N Monmouth, OR 97361-1329  
 503-838-8511 (F)

## FINANCE & LAW

**FORD MOTOR CREDIT CO ..... 541-484-3101 (O)**  
 1600 Valley River Dr Ste 190 Eugene, OR 97401-2155

**GARY S. BURROUGHS - CPA PC ..... 503-781-1935 (H) 503-643-6955 (V)**  
 PO Box 1957 Beaverton, OR 97075-1957  
 503-213-6053 (F) Email: garyb@trustedcpa.com

**NEW YORK LIFE INS CO - OR ..... 503-585-7138 (O)**  
 500 Liberty St SE Ste 500 Salem, OR 97301-3899  
 503-371-0599 (F) Email: ccarey@teleport.com

## GOVERNMENT

**CITY OF EUGENE-HUMAN RIGHTS PGM ..... 541-682-5177 (H) 541-687-5045 (O)**  
 777 Pearl St Ste 105A Eugene, OR 97401-2720

**CITY OF PORTLAND BUREAU OF INFO TECH - EMRG COMM ..... 503-731-2951 (O)**  
 PO Box 1927 Portland, OR 97207-1927  
 503-762-0334 (F)

**EMPLMT DIV/504 SVCS ..... 503-378-4447 (O)**  
 875 Union St NE Salem, OR 97311-0024

**NE OR HSG AUTH ..... 541-963-3682 (V) 541-963-5360 (O)**  
 PO Box 3357 La Grande, OR 97850-7357  
 541-963-3682 (F)

**OR EMERGENCY MGMT ..... 503-373-7457 (V) 503-378-2911 (O)**  
 595 Cottage St NE Salem, OR 97301-3986  
 503-588-1378 (F) Email: Inichola@oem.state.or.us Web: www.osp.state.or.us/oem/

**OREGON OFFICE OF VOCATIONAL REHABILITATION . 503-945-5880 (V)**  
 500 Summer St NE # E-87 Salem, OR 97301-1063  
 503-945-5025 (F) Email: sheila.r.hoover@state.or.us Web: www.oregon.gov/dhs/vr/index.shtml

**PACIFIC NORTHWEST REGION-PERSONNEL ..... 503-326-2545 (O)**  
 PO Box 3623 333 SW 1st Ave Portland, OR 97208-3623

**USDA FORESTRY SERVICE PORTLAND LAB ..... 503-321-5811 (O)**  
 620 SW Main St Ste 400 Portland, OR 97205-3028

**WASHINGTON CTY DEPT OF AGING SVCS ..... 503-640-6398 (O)**  
 133 SE 2nd Ave Hillsboro, OR 97123-4026  
 503-640-6167 (F)

## HEALTH

**AA CTR F/T DEAF & HRG IMPD ..... 503-283-0148 (V) 503-285-0020 (O)**  
 1025 NW 21st Ave Portland, OR 97209-1511  
 Email: betsybb@aol.com

**ADAIR DDS DENNIS ..... 503-655-9515 (O)**  
 1465 Cornell Ave Gladstone, OR 97027-1684

**CAMELOT CARE CTR ..... \*503-359-0449 (O)**  
 3900 Pacific Ave Forest Grove, OR 97116-2298  
 503-357-0707 (F)

**CHESTNUT LANE ASSISTED LIVING F/T DEAF ..... 503-674-0364 (V) 503-618-9264 (O)**  
 1219 NE 6th St Gresham, OR 97030-7351  
 503-674-9904 (F) 503-912-7407 (VP) Email: chestnutlane-ed@emeritus.com Web: www.emeritus.com

**CORVALLIS CLINIC PC ..... 503-754-1150 (V) 541-754-1371 (O)**  
 PO Box 3005 Corvallis, OR 97339

**LUTHERAN FAMILY SVC ..... 503-245-4441 (O)**  
 7688 SW Capitol Hwy Portland, OR 97219-2457

**MH & DEV DIV DHR ..... 503-945-9724 (O)**  
 2575 Bittern St NE Salem, OR 97301-4521

**PORTLAND ADVENTIST MEDICAL CTR-DOC REFER SVC 503-251-6300 (O)**  
 10123 SE Market St Portland, OR 97216-2532

**VESTIBULAR DISORDERS ASSOCIATION ..... \*800-837-8428 / \*5 (O)**  
 PO Box 13305 Portland, OR 97213-0305  
 503-229-8064 (F) Email: veda@vestibular.org Web: www.vestibular.org

## HUMAN SERVICES

**AARP SR EMPLMT PGM ..... 503-231-8355 (H) 503-231-8078 (O)**  
 4520 SE Belmont St Ste 160 Portland, OR 97215-1668

**CONNECTION PGM ..... \*503-588-5846 (O)**  
 681 Center St NE Salem, OR 97301-3722  
 503-315-0713 (F) Email: bjcrosslan@aol.com Web: www.northwesthumanservices.org

**DEAF SVCS OF S OR ..... 541-734-0915 (O)**  
 228 N Holly St Medford, OR 97501-2620  
 Email: info@dsso.cutler.com

## INTEREST GROUPS

**AMERICAN TINNITUS ASSN ..... 503-248-9985 (V)**  
 522 SW 5th Ave #825 PO Box 5 Portland, OR 97207-0005  
 503-248-0024 (F) Email: tinnitus@ata.org Web: www.ata.org

**AMERICAN TINNITUS ASSOCIATION (ATA) ..... 503-248-9985/V (O)**  
 PO Box 5 Portland, OR 97207-0005  
 503-248-0024 (F) Email: tinnitus@ata.org Web: www.ata.org

**BRIDGEWAY ..... \*503-363-2021 (O)**  
 PO Box 17818 Salem, OR 97305-7818  
 503-363-4820 (F)

**GREATER PORTLAND BAPTIST CHURCH ..... \*503-760-7150 (H) 503-761-1136 (V) 503-666-4728 (O)**  
 17800 SE Main St Portland, OR 97233-5031

**HOPE LUTHERAN CHURCH O/T DEAF ..... \*503-667-6703 (O)**  
 4936 NE Skidmore St Portland, OR 97218-2148

**INTERTRIBAL DEAF COUNCIL ..... 503-304-1961 (O)**  
 PO Box 7598 Salem, OR 97303  
 971-239-5697 (F) Email: Twinklestar2003@comcast.net Web: www.deafnative.com

**NATIONAL INFORMATION CLEARINGHOUSE ON CHILDREN WHO ARE DEAF-BLIND ..... 800-438-9376 (V)**  
 345 N Monmouth Ave Monmouth, OR 97361  
 503-838-8150 (F) Email: info@nationaldb.org Web: www.nationaldb.org

**PTLD VICTORY FLLSHP CHRSTN ACADEMY ..... \*503-669-8417 (O)**  
 PO Box 66069 Portland, OR 97290-6069

**RVCOG AGING PGM ..... 541-776-6222 (O)**  
 2860 State St Medford, OR 97504-8474

**VESTIBULAR DISORDERS ASSN ..... 503-229-7705 (O)**  
 PO Box 13305 Portland, OR 97213  
 503-229-8064 (F) Email: veda@vestibular.org Web: www.vestibular.org

## INTERPRETING/CART

**ADVENTIST MEDICAL CTR-INTERP SVCS F/T DEAF . 503-251-6300 (O)**  
 10123 SE Market St Portland, OR 97216-2532

**HUITT DANA -INTERPRETER ..... \*503-282-4149 (H)**  
 PO Box 4422 Portland, OR 97208-4422

<b>LNS CAPTIONING</b> .....	<b>*503-299-6200 (O)</b>
1123 SW Yamhill St Portland, OR 97205-2106	
503-299-6839 (F)	
<b>TOMPKINS ED -INTERPRETER</b> .....	<b>*503-255-9492 (H)</b>
3606 NE 109th Ave Portland, OR 97220-2605	

LIBRARIES

LIBRARIES

<b>OR STATE LIBRARY</b> .....	<b>503-378-4243 (V) 503-378-4276 (O)</b>
State Library Bldg Salem, OR 97310-0001	
503-588-7119 (F)	

MEDIA

<b>OREGONIAN</b> .....	<b>503-294-4178 (O)</b>
1320 SW Broadway Portland, OR 97201-3499	
Email: newsroom@news.oregonian.com Web: www.oregonlive.com	

RECREATION

<b>CAMP TALOALI INC</b> .....	<b>503-769-6415 (O)</b>
PO Box 32 Stayton, OR 97383-0032	
<b>PACIFIC NORTHWEST REGION-RECREATION INFO</b> ...	<b>503-326-6448 (O)</b>
PO Box 3623 333 SW 1st Ave Portland, OR 97208-3623	
<b>PORTLAND PK BU</b> .....	<b>*503-248-4328 (O)</b>
426 NE 12th Ave Portland, OR 97232-2754	
<b>SIGN CINEMA INTL LTD</b> .....	<b>503-223-6125 (O)</b>
2615 SE 18th Ave Portland, OR 97202-1116	
<b>SISKIYOU NATL FOREST</b> .....	<b>*541-479-5301 (O)</b>
200 NE Greenfield Dr Pob 440 Grants Pass, OR 97526-3474	
<b>SIUSLAH NATL FRST</b> .....	<b>541-750-7214 (O)</b>
4077 SW Research Way Corvallis, OR 97333-1065	
<b>US FRST SVC-CAPE PERPETUA VISITOR CTR</b> .....	<b>503-547-3289 (V)</b>
<b>541-547-3251 (O)</b>	
PO Box 274 2400 Hwy 101 S Yachats, OR 97498-0274	
541-563-3214 (F)	
<b>WILLAMETTE NATL FRST</b> .....	<b>541-782-4206 (O)</b>
46375 Highway 58 Westfir, OR 97492-9712	
<b>WORLD DEAF TIMBERFEST</b> .....	<b>503-393-7139 (H)</b>
876 Apple Blossom Ave NE Keizer, OR 97303-4904	

RESIDENCES

<b>ANDERSON</b> Clark .....	541-736-4804 (V)
38931 Jasper-Lowell Rd Falls Creek, OR 97438	
541-736-4870 (F) 541-510-2094 (M) Email: clarkoa@msn.com	
<b>EVERY</b> Joan .....	219-931-3008 (H)
707 Madrona Ave SE Apt 105 Salem, OR 97302-2675	
<b>BABBITT</b> John & Lynda .....	541-734-7749 (H)
Email: john@cutler.com lynda@babbitt.org	
<b>BALDRIDGE</b> David .....	541-231-6205 (V)
200 Bexell Hall Corvallis, OR 97330	
541-737-4890 (F) 541-231-6205 (M) Email: david.baldrige@bus.oregonstate.edu	
<b>BARKER</b> Vivian .....	503-581-4309 (H)
2174 38th Ave NW Salem, OR 97304-1614	
<b>BEATTY</b> Rebecca .....	503-236-8953 (H)
3402 SE Tibbetts St Portland, OR 97202-1847	
<b>BELL</b> Patricia A .....	*541-757-3329 (H)
2845 SE Aldrin Pl Corvallis, OR 97333-2125	
541-207-1010 (VP)	
<b>BEYL</b> Myron & Cathleen .....	503-657-9766 (H)
6206 Cameron Way Gladstone, OR 97027-1557	
<b>BLACK</b> Diane K .....	541-374-8009 (H)
PO Box 184 Cascade Locks, OR 97014-0184	
541-374-8047 (F) Email: didicrafts@yahoo.com	
<b>BOBITCH</b> Frank & Susan .....	541-459-0870 (H)
17445 Tyee Rd Umpqua, OR 97486-9736	
541-459-1658 (F) Email: deaforcanw@aol.com fbobitch62@pobox.com susiecourtney@hotmail.com	
<b>BODEN-FISCHER</b> Wayne & LeNora .....	541-687-1191 (H)
29800 Jarding Rd # 445 Eugene, OR 97405-9414	
<b>BODTKER</b> Troy .....	541-998-6222 (H)
94213 River Rd Junction City, OR 97448-9415	

<b>BOLAND</b> William & Greta .....	*503-393-0296 (H)
4919 13th Ave N Keizer, OR 97303-6209	
<b>BOTT</b> Lois .....	503-777-2748 (H)
7919 SE Tolman St Portland, OR 97206-6358	
<b>BOWYER</b> Suzanne .....	
Email: Sylvestercat4412@aol.com TweetyBird4413@aol.com	
<b>BROWN</b> Paul .....	503-227-6309 (H) 503-227-2136 (O)
2134 NW Aspen Ave Portland, OR 97210-1217	
503-227-6309 (F)	
<b>BUCHANAN</b> Alan & Mickie .....	503-778-9804 (H)
5730 SE 44th Ave Portland, OR 97206-6213	
503-788-5367 (F)	
<b>BUTLER</b> Jr Billy Ray .....	
PO Box 726 Canyonville, OR 97417-0726	
541-537-4259 (VP) Email: dancetiger07@yahoo.com	
<b>CARSON</b> Milton & Terra .....	*503-378-0379 (H)
4849 State St Unit 33 Salem, OR 97301-5528	
<b>CELESTINE</b> James & Madalene .....	503-232-9233 (H)
3126 SE 21st Ave Portland, OR 97202-2352	
<b>CLARK</b> Robert .....	
1530 SW 13th Ave Apt 204 Portland, OR 97201-3394	
<b>CLARNO</b> Robert .....	*541-664-6548 (O)
203 Princess Way Central Point, OR 97502-1852	
<b>COLLEY</b> Nedra .....	503-623-4949 (H) 503-623-4949 (V)
17275 Richardson Rd Dallas, OR 97338-9603	
<b>COLLEY</b> Richard & Angela .....	*541-746-4003 (H)
1861 G St Springfield, OR 97477-4231	
<b>DAYTON</b> Renwick & Elizabeth .....	503-648-8271 (H)
1531 NE Greensword Dr Hillsboro, OR 97124-6138	
503-648-3145 (F) 503-648-8271 (VP) Email: Ren_Beth@comcast.net	
<b>DECAMP</b> Joe .....	503-760-1938 (H)
10151 SE Long St Portland, OR 97266-3621	
<b>DREW</b> Jennifer .....	
4820 Lancaster Dr NE Apt 115 Salem, OR 97305-0907	
<b>DROBKIEWICZ</b> Bill .....	541-899-8925 (H) 541-899-7606 (V)
2432 Fox Run Medford, OR 97504-6358	
<b>DUNFORD</b> Carolyn & Ray .....	503-366-0245 (H)
33600 Slavens Rd Warren, OR 97053-9513	
<b>EBBERS</b> Bill & Irma .....	541-523-4780 (H)
1719 Birch St Baker City, OR 97814-3101	
<b>EVERSAUL</b> Ruth .....	503-285-3454 (H)
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**Appendix K:**  
**Copy of OTRS 2011-2012**  
**Annual Report**

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# ANNUAL REPORT

July 2010-June 2011







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July 2010–June 2011

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Dear OPUC, TDAP, and OTRS Consumers:

Sprint is pleased to have once again provided top-quality services to Oregon customers in the fiscal year of July 2010-June 2011. Highlights included serving relay consumers and promoting awareness about Oregon Relay's products and services by:

- Exhibiting and presenting at 93 events across the state
- Providing 191 one-on-one CapTel training sessions to consumers
- Airing the CapTel public service announcement for two different runs, totaling 4,158 media spots
- Providing a two-day refresher training to five OTRS subcontractors
- Launching the brand-new Oregon CapTel website at [www.oregoncaptel.com](http://www.oregoncaptel.com)
- Developing and distributing 150 copies of an OTRS DVD that included web add-ons of OTRS products and services
- Purchasing five kinds of giveaways displaying the OTRS logo for dissemination at conferences

Sprint's commitment to customer service was recently recognized by the Paisley Group. The Paisley Group, an independent quality assurance group, found that Sprint provided the best TRS customer service and TRS typing speeds that exceed the Federal Communications Commission's mandate.

Sprint is also appreciative of the contract renewal for relay service provision to Oregon consumers until July 2016. Sprint thanks the Oregon Public Utility Commission administrators, the Telecommunication Devices Access Program, the state relay users and the community for the opportunity to provide quality relay services and outreach education.

Sincerely,

Chameen Stratton  
CapTel and OTRS Outreach Manager

Missy McManus  
Relay Program Manager

## Relay Enhancements

### CapTel Software Update

In August 2010, CapTel provided a software update for CapTel 800 and 800i telephone customers. The notice appeared on the unit's display screen, and customers could automatically update their phones. Instructions were also displayed on the screen throughout the process.

### CapTel Customer Service Hours

In June 2011, Sprint extended its CapTel customer service hours of operation to seven days a week. Hours of operation are Monday-Friday, 7 a.m. to 7 p.m. Central, and Saturday and Sunday 8 a.m. to 5 p.m. Central. Customer service is closed on Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's Day.

### *Sprint Relay earns top honors for Best Overall Customer Care and Speed of Service from Paisley Group*

Overland Park, Kan., April 19, 2011—Sprint announced that it has earned top honors in Customer Care and Speed in the 2011 Paisley Group National Relay TTY Performance Index™. Sprint Telecommunications Relay Services (TRS) enable text-telephone (TTY) callers and hearing callers to communicate with one another via trained relay operators. Paisley's National Relay TTY Performance Index included several domestic TRS providers.

In the Overall Customer Care category, Sprint was the only provider to earn a perfect score. The category captures the number of critical errors that relay providers make when relaying messages (such as errors that change the meaning of the message).

In the Speed category, Sprint's relay operators earned best in class honors, exceeding the Federal Communications Commission mandated typing speed (82 words per minute versus the mandated 60 words per minute).

Sprint ranked as the best in overall WPM and Passed calls. Sprint's blazing-fast third-generation TRS platform also contributed to the win.

"Speed makes a difference in the relay industry—when callers receive faster service, government entities responsible for funding relay services are charged less time per call," said Jeff Rudolph, President and CEO of the Paisley Group Ltd. "Sprint's average conversation length of three minutes exceeds the three minutes and twenty-one seconds industry mean (2011) and stands in testament to an organization dedicated to optimal efficiency."

Sprint Relay Director Mike Ellis said, "The Paisley Group's report underscores Sprint's commitment to its customers. It has been our goal to deliver the best quality in relay services over the past 20 years, and we've consistently achieved it."

#### **About Paisley Group, Ltd.**

The Paisley Group is the leading third-party quality assurance organization and independent research firm. The Paisley Groups' professional analysis provides root cause data necessary for performance benchmarking and continuous contact center improvements. Learn more about The Paisley Group at [www.thepaisleygroup.com](http://www.thepaisleygroup.com).



# OTRS Statistics

## Telecommunications Relay Service

The following charts indicate trends in the annual total number of conversation minutes and calls, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, Voice, Spanish TTY and Voice, VCO, Telebraille, and STS) currently provided by Oregon Telecommunications Relay Service.

See appendix for a complete statistics report.

### Conversation Minutes

Figure 1 displays the total monthly and conversation minutes processed through Oregon Telecommunications Relay Service. The total of 313,916 minutes includes all aspects of TRS services except CapTel, and represents a decrease of 18% as compared to last year.

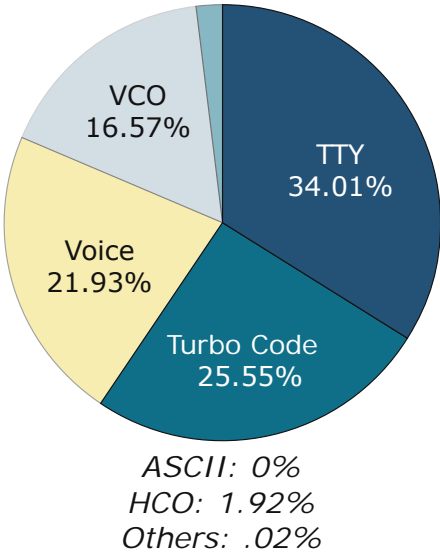
Fig. 1: Conversation Minutes			
July	27,700	Jan.	27,155
Aug.	28,476	Feb.	24,364
Sept.	28,704	March	24,839
Oct.	26,444	April	23,082
Nov.	26,257	May	26,627
Dec.	27,778	June	22,490

### Relayed Call Volume

Figure 2 depicts the total number of completed calls processed through Oregon Relay. The calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international, busy ring/no answer, and a few others. Relayed call volume totaled 173,038 calls during this fiscal year and represents a decrease of 12% compared to last year.

Fig. 2: Relayed Call Volume			
July	14,665	Jan.	17,438
Aug.	14,689	Feb.	13,355
Sept.	23,542	March	13,962
Oct.	14,554	April	12,741
Nov.	14,561	May	13,388
Dec.	16,671	June	12,812

Fig. 3: Call Origination



### Call Origination

On average, TTY and Turbo Code consumers originated approximately 60% of the Oregon Telecommunications Relay Service calls. Figure 3 shows call type by percentage.

## *Average Speed of Answer and Service Level*

Figure 4 illustrates that Sprint has once again exceeded the speed of answer requirement throughout the year. Speed of answer identifies the number of seconds required to answer a call. The daily requirement is that 85% of all calls be

answered within 10 seconds. The Average Speed of Answer (ASA) for this fiscal year was **1.36 seconds** and the Service Level (SVL) was **95.1% of calls** were answered within 10 seconds.

Fig. 4: ASA and SVL					
Month	ASA	SVL	Month	ASA	SVL
July	1.2	96%	Jan.	1.3	95%
Aug.	1.1	96%	Feb.	2.1	93%
Sept.	1.2	96%	March	1.3	95%
Oct.	1.4	95%	April	1.1	96%
Nov.	1.7	94%	May	1.0	96%
Dec.	1.7	94%	June	1.2	95%

## *FCC Annual Customer Contact Log*

Oregon Telecommunications Relay Service Customer Service handled customer contacts such as:

- Customer database profiles
- Technical issues
- Operator performance
- Informational materials
- Customer commendations

Each request from a relay user is given full attention and every effort is made to satisfy the customer. Figure 5 illustrates the number and call types, including commendations and complaints. Annually, Sprint prepares and submits the Federal Communications Commission (FCC) Annual Customer Contact Log Report to the Oregon Public Utility Commission administration, which, in turn, submits the report to the FCC.

Fig. 5: Customer Contacts			
Month	Commendations	Complaints	General Assistance
June	0	5	103
July	0	0	88
Aug.	3	3	89
Sept.	1	0	96
Oct.	3	0	73
Nov.	1	0	76
Dec.	4	2	78
Jan.	2	0	68
Feb.	1	1	94
March	2	1	105
April	1	0	99
May	5	0	89
<b>TOTAL</b>	<b>23</b>	<b>12</b>	<b>1,058</b>



### *TRS Projected Traffic Statistics*

Traffic projections help Sprint and OTRS plan ahead in order to meet certain needs for TRS. Figure 6 shows the projected numbers for July 2011 to June 2012 TRS billable conversation minutes as compared to the previous year's actual minutes.

**Fig. 6: TRS Forecasts as Compared to Previous Year**

Month	2010-2011	2011-2012
July	25,850	19,113
Aug.	25,001	18,903
Sept.	24,870	18,562
Oct.	23,576	17,727
Nov.	23,318	18,135
Dec.	22,098	16,938
Jan.	23,434	17,911
Feb.	22,844	18,105
March	21,705	16,798
April	22,011	17,212
May	21,321	15,877
June	21,476	16,066
<b>TOTAL</b>	<b>277,514</b>	<b>211,347</b>

## CapTel

The following chart signifies the trends of the annual total number of conversation minutes.

### *Conversation Minutes*

A breakdown of monthly minutes is shown in Figure 7. The total for this fiscal year was 1,252,237 CapTel conversation minutes, a decrease of 10% from last year.

**Fig. 7: CapTel Conversation Minutes**

July	99,737	Jan.	111,022
Aug.	109,775	Feb.	93,094
Sept.	104,061	March	106,165
Oct.	102,634	April	103,081
Nov.	104,193	May	106,470
Dec.	111,277	June	100,727

### *Call Volume*

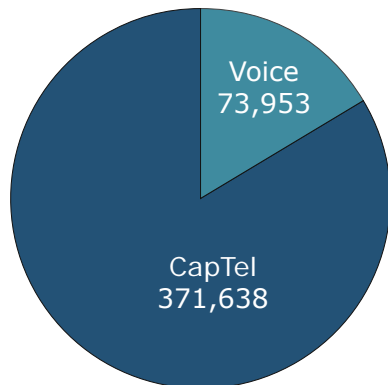
A total of 445,591 CapTel calls were generated this fiscal year. A breakdown of monthly call volume is displayed in Figure 8, which represents a decrease of 10% from last year.

**Fig. 8: CapTel Call Volume**

July	38,311	Jan.	37,237
Aug.	39,406	Feb.	33,041
Sept.	36,613	March	36,781
Oct.	37,244	April	36,242
Nov.	36,288	May	38,107
Dec.	38,419	June	37,902

# Oregon Annual Report

**Fig. 9: CapTel  
Call Origination**



## *Call Origination*

Figure 9 indicates that most Oregon Telecommunications Relay Service CapTel calls were initiated by CapTel users.

## *FCC Annual Customer Contact Log*

Sprint prepares and submits an annual Customer Contact Log Report on both TRS and CapTel to the Oregon Public Utility Commission administration, which, in turn, submits the report to the FCC.

**Fig. 10: Customer Contacts**

Month	Commendations	Complaints	General Assistance
June	0	0	29
July	2	1	29
Aug.	2	0	40
Sept.	0	0	27
Oct.	1	1	42
Nov.	1	0	30
Dec.	0	1	23
Jan.	2	1	31
Feb.	1	9	28
March	1	0	32
April	0	1	25
May	1	1	29
<b>TOTAL</b>	<b>11</b>	<b>15</b>	<b>365</b>





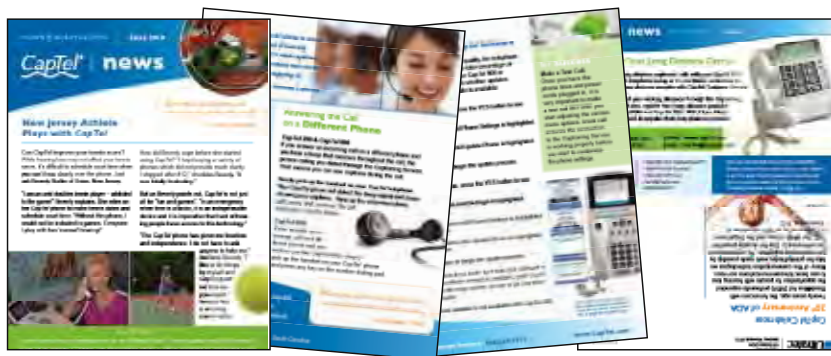
### *CapTel Projected Traffic Statistics*

Traffic projections help Sprint and OTRS plan ahead in order to keep up with OTRS CapTel trends. Figure 11 shows the projected numbers for July 2010-June 2011 CapTel billable conversation minutes.

Fig. 11: CapTel Forecasts as Compared to Previous Year		
Month	2010-2011	2011-2012
July	92,892	75,389
Aug.	94,669	77,486
Sept.	98,286	80,011
Oct.	97,291	75,465
Nov.	100,210	75,989
Dec.	99,683	75,121
Jan.	100,484	78,401
Feb.	100,955	76,999
March	100,020	75,004
April	101,102	77,585
May	100,997	75,998
June	101,340	77,897
<b>TOTAL</b>	<b>1,187,929</b>	<b>921,345</b>

## Outreach Education

OTRS products and services were promoted via the Oregon Public Utility Commission's website, the new Oregon CapTel website, brochures, instructional and marketing flyers, and e-mails. A biannual newsletter providing CapTel tips, announcements, and other useful information was also distributed.



## Outreach Activities

OTRS promoted relay service awareness through product and service demonstrations, presentations and materials throughout the state as well as through sponsorship of events. During this fiscal year, outreach education was provided by the OTRS outreach staff, five subcontractors and the Sprint Relay team. An estimated 7,300 people participated in our outreach efforts, an increase of 2,000 from the previous fiscal year.

Activities included exhibitions and/or presentations at:

- Gerontology Association Conference in Portland; 175 attended.
- Coastal Senior Fair in Lincoln City; 300 attended.
- Chemawa Veterans Pow Wow in Keizer; 200 attended.
- Navigating Family Caregiving in Hillsboro; 150 attended.
- Restoration Pow Wow in Lincoln City; 850 attended.
- Native Caring Conference in Grand Ronde; 110 attended.
- Oregon School for the Deaf carnival in Salem; 90 attended.

*See appendix for a complete list of outreach activities.*





## CapTel Training

CapTel Outreach Specialists provided one-on-one training to new CapTel consumers throughout the state. A breakdown of training and consumers helped per month is indicated in Figure 12. Compared to last year, there was a 10% increase in the number of trainings and a 57% increase in the number of assisted consumers.

## CapTel Public Service Announcements

Between June 28 and September 12, 2010, OTRS promoted CapTel by airing a televised public service announcement (PSA) 1,920 times in the Bend, Eugene, Medford-Klamath Falls and Portland areas. Airings also took place between January 17–March 25, 2011 for a total of 2,238 times in the same towns.

The PSA campaigns were jointly funded by Sprint and OTRS. The PSA was broadcast during high-visibility programs on major networks:

### *June 28–September 12, 2010*

- TODAY
- The Ellen DeGeneres Show
- Dr. Phil/Oprah
- Judge Judy
- Judge Joe Brown
- The Rachael Ray Show
- The View
- The Young & the Restless
- Dr. Oz
- Judge Mathis
- Local news channels

### *January 17–March 25, 2011*

- Live! with Regis & Kelly
- Good Morning America
- The Nate Berkus Show
- TODAY
- Days of Our Lives
- Early Show
- The Price is Right
- The Talk
- The Doctors
- Good Day Oregon

## Relay DVD

An instructional DVD was developed and revised, incorporating OTRS's logo. The DVD, which also includes a web add-on, provides a brief overview of OTRS for customers. Upon completion, 150 copies were distributed by OTRS subcontractors, the RSPF program manager, CapTel and Outreach manager, and the Relay program manager.

**Fig. 12: CapTel Trainings**

Month	# of Trainings	# of Consumers
July	21	32
Aug.	20	41
Sept.	13	28
Oct.	13	27
Nov.	13	30
Dec.	12	22
Jan.	17	32
Feb.	22	40
March	28	49
April	9	38
May	16	37
June	7	35
<b>TOTAL</b>	<b>191</b>	<b>411</b>

# Oregon Annual Report

## Telecommunication Devices Access Program

To borrow adaptive telephone equipment at no charge, customers complete an application from the Oregon Telecommunication Devices Access Program (TDAP). Some of the TDAP equipment requires the use of Oregon relay services. Equipment available for loan includes:

- Corded Amplified Phones
- Cordless Amplified Phones
- Captioned Telephones
- TTY (Teletype Telephones)
- Large Button Telephones
- Deaf-Blind Communicator
- Weak Speech Telephone
- Speakerphone for Mobility Impairments
- Accessories

## TRS Website

The Oregon Relay website at [www.oregon.gov/PUC/rspf/otrs/](http://www.oregon.gov/PUC/rspf/otrs/) provides information on OTRS services such as TTY, CapTel, voice carry-over, hearing carry-over, STS, TeleBraille and Spanish. Contact information and the OTRS brochure are also available at this website.

## CapTel Website

The Oregon CapTel relay-specific website was launched in May 2011 at [www.oregoncapter.com](http://www.oregoncapter.com). Viewers can watch a video about the CapTel 800 phone, learn about various CapTel services in Spanish, view a comparison chart of the different devices and services, and more.



## Sponsorships

The OTRS logo has been placed on various collateral/ websites for sponsorship commitments:

- Vancouver Association of the Deaf
- Utah Schools for the Deaf Athletic Program
- OSU Foundation
- Hearing Loss Association of Oregon
- Oregon School for the Deaf
- Camp Taloali
- Northwest American Sign Language
- Sacred Circle, Inc.





## Sprint Relay Enhancements

In December 2010, Sprint Relay became the first provider in the nation to offer the Sprint Mobile VRS (SMVRS) application designed specifically for the Samsung 4G Epic™ mobile wireless device.

In March 2011, this application became available for other mobile wireless devices such as the HTC EVO™. It also then became available for the Nexus S™ 4G from Google and the Samsung Galaxy Tab™.

For customers learning how to use different wireless products, including SMVRS, Sprint Relay provided a training video clip on its website at [www.learnwithsprint.com](http://www.learnwithsprint.com).



### Video Relay Services

The Federal Communications Commission (FCC) authorizes video relay services (VRS). Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association (NECA).

The State of Oregon currently **does not** pay for VRS.

## OTRS Organization

### Oregon Public Utility Commissioners

**John Savage**  
Commissioner

**Vacant**  
Commission Chair

**Susan Ackerman**  
Commissioner

### Oregon Public Utility Commission

**Rick Willis**  
Executive Director

**David Poston**  
Central Services Administrator

**Jonathan Cray**  
RSPF Program Manager

### OTRS Industry Advisory Committee

**Brant Wolf**  
**Executive Vice President**  
Oregon Telecommunications Association

**Mark Reynolds**  
Qwest Representative

**Barbara Young**  
Century Link Representative

**Doug Cooley**  
Comcast Representative

### TDAP Advisory Committee

**Bill Drobkiewicz, Chair**  
Deaf Representative  
*Medford*

**Cathy-Lynne Bovee**  
Hard of Hearing Representative  
*Myrtle Creek*

**Stephen Sanders, Vice Chair**  
Professional Representative  
*Portland*

**Jim Nieuwstraten**  
Hard of Hearing Representative  
*Scio*

**Brant Wolf**  
Oregon Telecommunications Association  
*Salem*

**Ishai Rosen**  
Deaf Representative  
*Corvallis*

**Renwick Dayton**  
Deaf Representative  
*Hillsboro*

**Phil Boyle**  
Public Utility Commission  
*Salem*

**Steve Apotheker**  
Speech-Disabled Representative  
*Portland*



# Sprint Relay Team

## Sprint Public Sector – Federal and State Government

**William P. White**

Vice President,  
Federal Programs

**Mike Ellis**

National TRS Director

### ***Marketing and Product Development***

**Damara Paris**

Branch Manager

**Chameen Stratton**

CapTel and OTRS Outreach Manager

### ***Relay Program Management***

**John Moore**

Branch Manager

**Angie Officer**

Senior RPM

**Missy McManus**

Relay Program Manager

***Corporate Sales***

**Maggie Schoolar**

Branch Manager

**Dottie Cartrite**

Corporate Sales Manager

***Wireless Sales***

**Ken Goulston**

Account Executive

***Customer Service***

**Brian Adamson**

Supervisor

# Appendices



# TRS Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL	AVG.
TTY-Baudot	10,188	10,486	10,913	10,126	10,700	11,369	10,924	9,461	10,121	9,513	11,461	9,256	124,520	10,377
Turbo Code	7,225	7,967	7,515	6,237	5,539	5,144	5,309	5,448	5,296	4,641	5,202	5,388	70,912	5,909
ASCII	0	2	0	0	0	0	0	0	0	0	0	0	2	0
Voice	4,553	4,020	3,970	3,449	3,775	3,911	2,867	2,604	2,998	3,020	4,151	2,729	42,048	3,504
VCO	5,580	5,079	4,930	5,244	4,840	5,534	6,075	4,612	5,090	5,061	4,727	4,054	60,827	5,069
HCO	39	522	1,028	1,076	1,049	1,745	1,864	2,200	1,254	824	1,045	1,040	13,687	1,141
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	46	0	2	2	1	0	0	0	0	1	0	2	55	5
Spanish (TTY)	0	0	21	0	0	0	0	0	2	0	1	0	23.92	1.99
Speech to Speech	67	399	324	308	353	74	116	39	79	21	40	19	1,841	153
<b>TOTAL</b>	<b>27,700</b>	<b>28,476</b>	<b>28,704</b>	<b>26,444</b>	<b>26,257</b>	<b>27,778</b>	<b>27,155</b>	<b>24,364</b>	<b>24,839</b>	<b>23,082</b>	<b>26,627</b>	<b>22,490</b>	<b>313,916</b>	<b>26,160</b>
% PERCENTAGE OF CALLS														AVG.
TTY	31.40%	30.70%	32.25%	31.30%	34.00%	37.51%	35.24%	34.02%	31.90%	35.05%	40.33%	34.42%		34.01%
Turbo Code	27.68%	30.33%	29.45%	28.27%	24.18%	23.09%	21.86%	24.61%	26.79%	25.66%	20.09%	24.59%		25.55%
ASCII	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%
Voice	24.54%	22.21%	21.53%	22.26%	23.10%	20.40%	20.48%	20.51%	20.61%	21.91%	22.89%	22.70%		21.93%
VCO	16.25%	15.60%	14.51%	16.20%	17.30%	16.74%	19.38%	18.24%	18.82%	15.58%	14.92%	15.30%		16.57%
HCO	0.09%	1.15%	2.19%	1.94%	1.40%	2.26%	3.04%	2.62%	1.88%	1.77%	1.78%	2.94%		1.92%
All Others	0.03%	0.00%	0.07%	0.03%	0.02%	0.00%	0.00%	0.00%	0.00%	0.02%	0.00%	0.05%		0.02%
TOTAL NUMBERS OF RELAYED CALLS (COMPLETED)														TOTAL
Local	4,817	4,587	4,361	4,239	4,052	4,235	4,037	3,793	4,107	3,683	3,921	3,494	49,326	4,111
Intrastate (Intralata)	74	84	113	72	122	171	100	158	63	82	87	94	1,220	102
Interstate	283	393	306	229	302	653	378	383	326	236	300	301	4,090	341
Toll-Free	692	761	687	709	742	674	684	674	684	630	717	588	8,242	687
Directory Assistance	15	19	21	27	20	16	23	37	23	16	38	39	294	25
900 (Attempted)	0	0	0	0	0	0	0	0	2	0	0	0	2	0
International	0	0	39	11	1	1	7	0	0	0	2	1	62	5
Marine (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL CALLS</b>	<b>5,990</b>	<b>5,960</b>	<b>5,604</b>	<b>5,372</b>	<b>5,348</b>	<b>5,750</b>	<b>5,279</b>	<b>5,116</b>	<b>5,259</b>	<b>4,683</b>	<b>5,146</b>	<b>4,628</b>	<b>64,135</b>	<b>5,345</b>
General Assistance	7,115	7,296	7,387	7,905	7,932	9,689	11,163	7,094	7,617	6,818	7,040	7,138	94,194	7,850
Busy Ring/No Answer	1,560	1,433	1,211	1,277	1,281	1,232	996	1,145	1,086	1,240	1,202	1,046	14,709	1,226
<b>TOTAL Relayed Calls</b>	<b>14,665</b>	<b>14,689</b>	<b>14,202</b>	<b>14,554</b>	<b>14,561</b>	<b>16,671</b>	<b>17,438</b>	<b>13,355</b>	<b>13,962</b>	<b>12,741</b>	<b>13,388</b>	<b>12,812</b>	<b>173,038</b>	<b>15,254</b>

# Oregon Annual Report

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL	AVG.
MINUTES OF SERVICE													TOTAL	AVG.
Total Conversation	27,634	28,077	28,361	26,136	25,905	27,705	27,040	24,326	24,760	23,061	26,586	22,472	312,065	26,005
Less Interstate	1,961	2,031	1,821	1,929	1,904	3,433	2,677	2,122	2,278	1,592	2,026	1,571	25,345	2,112
Less Interstate DA	2	6	6	0	8	8	8	23	1	4	4	5	74	6
Less International	0	0	72	22	0	96	81	0	6	0	10	0	288	24
Less Toll-Free	2,889	3,583	3,184	3,216	3,123	2,972	2,465	3,094	2,833	2,999	3,659	2,847	36,863	3,072
Less 900	0	0	0	0	0	0	0	0	0	0	0	0	0	0
STS	65	362	265	160	273	41	117	25	64	18	31	16	1,438	120
BILLABLE MINUTES	22,847	22,820	23,542	21,129	21,145	21,237	20,926	19,113	19,706	18,483	20,920	18,065	249,933	20,828
NUMBER OF CALLS TO RELAY													TOTAL	AVG.
Offered	12,874	13,027	12,662	13,248	13,141	15,277	16,286	12,088	12,809	11,261	11,828	11,684	156,185	13,015
Answered	12,623	12,762	12,440	12,952	12,785	14,865	15,992	11,731	12,524	11,043	11,609	11,463	152,789	12,732
In Queue	12,874	13,027	12,662	13,248	13,141	15,277	16,286	12,088	12,809	11,261	11,828	11,684	156,185	13,015
Abandoned in Queue	251	265	222	296	356	412	294	357	285	218	219	221	3,396	283
Inbound (Line 1)	12,643	12,672	12,329	12,851	12,710	14,775	15,866	11,632	12,425	10,962	11,537	11,363	151,765	12,647
Outbound (Line 5)	14,665	14,689	14,202	14,554	14,561	16,671	17,458	13,355	13,962	12,741	13,388	12,812	173,058	14,422
Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AVG. LENGTH OF CALL BY DEVICE													TOTAL	AVG.
TTY	4.30	4.62	4.97	4.87	4.75	4.34	4.94	4.44	5.00	4.58	4.48	4.74		4.67
Turbo Code	3.46	3.55	3.74	3.32	3.46	3.19	3.87	3.54	3.12	3.05	4.08	3.86		3.52
ASCII	0.00	2.70	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.23
VOICE	2.46	2.45	2.71	2.33	2.47	2.75	2.23	2.03	2.29	2.33	2.86	2.12		2.42
VCO	4.55	4.40	4.98	4.87	4.22	4.73	5.00	4.04	4.26	5.48	4.99	4.67		4.68
HCO	5.65	6.15	6.90	8.34	11.28	11.04	9.76	13.42	10.54	7.85	9.25	6.23		8.87
Deaf/Blind ASCII Calls	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00
Deaf/Blind Baudot Calls	23.35	0.00	0.45	1.12	1.68	0.00	0.00	0.00	0.00	0.87	0.00	0.81		2.36
Speech to Speech	4.41	5.43	12.30	8.03	10.61	23.09	14.95	3.36	12.93	4.33	9.17	5.86		9.54
SPEED OF ANSWER													TOTAL	AVG.
Service Level	96%	96%	96%	95%	94%	94%	95%	93%	95%	96%	96%	95%		95.1%
Avg. Speed of Answer	1.2	1.1	1.2	1.4	1.7	1.7	1.3	2.1	1.3	1.1	1.0	1.2		1.36
CUSTOMER CONTACTS													TOTAL	AVG.
TRS														
Commenda-tions	0	3	1	3	1	4	2	1	2	1	5	0	23	1.92
Complaints	0	3	0	0	0	2	0	2	1	0	0	0	8	0.67
General Assistance	88	89	96	73	76	78	68	94	105	99	89	61	1,016	85
Total	88	95	97	76	77	84	70	97	108	100	94	61	1,047	87



# CapTel Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL	AVG.
Billable Conversation Minutes	77,325	79,867	75,391	75,063	76,045	80,497	81,552	67,382	77,622	75,861	77,665	73,727	917,997	76,500
Avg. Minutes Per User	85	128	126	107	126	135	139	120	134	131	116	126		123
Number of Active Users/Participants	905	971	934	952	934	936	900	881	900	891	915	918		920
Avg. Call Length Per User	2.60	2.79	2.84	2.76	2.87	2.90	2.98	2.82	2.89	2.84	2.79	2.66		2.81
<b>CapTel Traffic Patterns</b>													<b>TOTAL</b>	<b>AVG.</b>
Call In	32,697	33,366	30,790	31,138	30,130	31,849	30,862	27,320	30,265	30,023	31,546	31,652	371,638	30,970
Voice In	5,614	6,040	5,823	6,106	6,158	6,570	6,375	5,721	6,516	6,219	6,561	6,250	73,953	6,163
Total Calls	38,311	39,406	36,613	37,244	36,288	38,419	37,237	33,041	36,781	36,242	38,107	37,902	445,591	37,645
<b>Total Conversation Minutes</b>													<b>TOTAL</b>	<b>AVG.</b>
900	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Answering Machine	602	592	580	649	524	559	706	843	742	810	825	781	8,212	684
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2-Line	6,376	7,337	5,950	7,002	6,648	7,220	7,120	5,585	7,785	7,637	7,333	6,126	82,120	6,843
International	65	22	40	113	44	111	310	437	136	330	353	444	2,406	201
Interstate	15,577	23,062	21,833	20,315	21,351	23,674	21,929	19,483	21,823	20,510	21,770	20,300	251,627	20,969
Intrastate	63,667	65,623	62,586	61,033	62,941	66,576	67,516	56,020	63,614	61,736	63,815	61,203	756,331	63,028
Other	1,551	1,343	1,027	1,027	876	978	797	574	834	1,196	854	928	11,985	999
Toll-Free	11,899	11,796	12,046	12,496	11,809	12,160	12,643	10,151	11,231	10,862	11,519	10,945	139,556	11,630
Total Conversation Minutes	99,737	109,775	104,061	102,634	104,193	111,277	111,022	93,094	106,165	103,081	106,470	100,727	1,252,237	106,100
<b>Number of Calls by Each Traffic Pattern</b>													<b>TOTAL</b>	<b>AVG.</b>
900	1	4	0	0	0	0	0	1	0	0	0	0	6	0.50
Answering Machine	471	481	437	516	427	466	418	416	449	566	563	595	5,805	484
General Assistance	6,507	6,757	5,978	6,307	6,115	6,482	6,361	6,457	6,321	6,030	6,369	6,500	76,184	6,349
2-Line	1,795	1,892	1,652	1,908	1,729	1,888	1,928	1,595	2,138	2,062	1,926	1,696	22,209	1,851
International	44	32	23	72	22	50	62	73	44	68	55	58	603	50
Interstate	2,486	3,259	3,008	2,761	2,922	3,298	2,780	2,513	2,914	2,886	3,283	3,258	35,368	2,947
Intrastate	23,742	23,969	22,740	22,777	22,382	23,384	22,812	19,669	22,219	21,901	22,992	23,026	271,613	22,634
Other	850	715	494	605	469	548	481	393	492	569	556	538	6,710	559
Toll-Free	2,415	2,297	2,281	2,298	2,222	2,303	2,395	1,924	2,204	2,160	2,363	2,231	27,093	2,258
Total	38,311	39,406	36,613	37,244	36,288	38,419	37,237	33,041	36,781	36,242	38,107	37,902	445,591	37,133
<b>CAPTEL</b>														
Commendations	2	2	0	1	1	0	2	1	1	0	1	1	12	1
Complaints	3	0	0	1	0	1	1	9	0	1	1	1	18	2
General Assistance	29	40	27	42	30	23	31	28	32	25	29	49	385	32
FY 2010 Billable Conversation Minutes	81,734	83,048	83,013	87,125	87,496	98,441	88,292	82,497	88,360	81,284	84,441	80,811	1,026,541	85,545
FY 2011 Billable Conversation Minutes	77,325	79,867	75,391	75,063	76,044	80,497	81,552	67,382	77,622	75,861	77,665	73,727	917,997	76,500

## Outreach

Date	Event	City	Relay (R), CapTel (C), Both (B) or TEDP (T)	Hard of Hearing (HOH), Deaf (D), Multiple (M)	# of Participants	Present (P), Demo (D), Exhibit (E), Workshop (W)
<b>July 2010</b>						
7/14	Senior Connections (North)	Lincoln City	B	M	20	D
7/14	Bayside Assisted Living	South Beach	B	M	25	E
<b>August 2010</b>						
8/3-8/4	OVRs Inservice Conference	Salem	B	M	150	E
8/3	Phones For Special Needs	South Beach	B	M	15	P
8/6	OR Gerontology Association Conference	Portland	B	M	175	E
8/8	Senior Connections (North)	Lincoln City	B	M	22	D
8/20	Career Day – Oaks Park	Portland	B	M	40	E
<b>September 2010</b>						
9/1	Senior Connections (South)	Toledo	B	M	25	D
9/4	Camp Taloali Museum Ceremony	Stayton	B	D	65	E
9/15- 9/17	Sacred Circle	Lincoln City	B	D	45	E
<b>October 2010</b>						
10/5	Coastal Senior Fair 2010	Lincoln City	B	M	300	E
10/13	Salem Hearing Loss Association	Salem	B	HOH	35	P
10/14	Senior Services of Medford	Medford	B	M	45	P
10/14	Parish Nurses of Lincoln County	Newport	B	M	5	P
10/19- 10/20	Options for Success	Medford	B	M	185	E
10/21	Opportunity to Network	Portland	B	M	175	E
10/25- 10/26	Building Bridges	Salem	B	M	150	E
10/26	Senior Health Fair	Newport	B	M	85	E
10/27	Oregon Dental Services (Insurance Co.)	Portland	R	D/HOH	8	P
10/28	Adobe Health Care	Gleneden Beach	C	HOH	5	D





Date	Event	City	Relay (R), CapTel (C), Both (B) or TEDP (T)	Hard of Hearing (HOH), Deaf (D), Multiple (M)	# of Participants	Present (P), Demo (D), Exhibit (E), Workshop (W)
<b>November 2010</b>						
11/3	Senior Connections (South)	South Beach	B	M	20	W
11/6	Chemawa Veteran's Pow Wow	Keizer	B	M	200	E
11/10	Senior Connections (North)	Lincoln City	B	M	18	P
11/19	Navigating Family Caregiving	Hillsboro	B	M	150	E
11/20	Restoration Pow Wow	Lincoln City	B	M	850	E
11/26	Big 'n' Better Bazaar	Lincoln City	B	M	35	E
11/27	Big 'n' Better Bazaar	Lincoln City	B	M	30	E
<b>December 2010</b>						
12/7	Oceanviews Senior Living	Newport	B	M	35	W
12/9	Newport Senior Center	Newport	B	M	5	W
12/10	Oregon Commission for the Blind	Portland	B	Vision/ Hearing	15	W
<b>January 2011</b>						
1/5	Metro Senior Network	Portland	B	M	100	E
1/26	Cornell Estates Assisted Living	Hillsboro	B	M	25	E
1/29	Oregon Tribes Pow Wow	Salem	B	M	800	E
1/31	Willamette Oaks Retirement Center	Eugene	C	D/HOH	3	D
<b>February 2011</b>						
2/1	Johnsons Assisted Living	Portland	B	M	20	P
2/2	Parkview Senior Living	Portland	B	M	12	P
2/8	Greenridge Estates Retirement	Portland	B	M	12	P
2/9	Russellville Park Assisted Living	Portland	B	M	12	P
2/11	Willamette Oaks Retirement Center	Eugene	B	M	30	E
2/12	World Wide Hearing	Eugene	B	HOH	4	P
2/17	Lane Co. Emergency Services	Eugene	B	D/HOH	8	P
2/18	AT Now! Conference	Hillsboro	B	M	50	E
2/23	Impact NW	Portland	B	M	15	P
2/23	Lane County Senior and Disabled Services	Eugene	B	M	10	P
2/24	Willamalane Senior Center	Springfield	B	M	10	P

# Oregon Annual Report

Date	Event	City	Relay (R), CapTel (C), Both (B) or TEDP (T)	Hard of Hearing (HOH), Deaf (D), Multiple (M)	# of Participants	Present (P), Demo (D), Exhibit (E), Workshop (W)
2/26	Chemawa Indian School Pow Wow	Salem	B	M	200	E
2/28	CherryWood Village Retirement	Portland	B	M	14	P
March 2011						
3/2	Cascadia Retirement Village	Sandy	B	M	10	P
3/5	Summerplace Assisted Living	Portland	B	M	12	P
3/10	Lane Co. Hearing Loss Association	Eugene	C	HOH	25	P
3/16	Clackamas Comm. College Disability Resource Fair	Oregon City	B	M	75	E
3/17	Easter Seal of OR	Portland	B	M	8	P
3/25	Assumption Assisted Living	North Portland	B	M	50	E
3/30- 3/31	Native Caring Conference	Grand Ronde	B	M	110	E
April 2011						
4/5	Elder Day Celebration	Lincoln City	B	M	520	E
4/6	Senior Connections South	Toledo	B	M	17	P
4/7-4/8	OSU Gerontology Conference	Corvallis	B	M	195	E
4/9	AARP Albany Senior Center	Albany	B	M	30	E/P
4/11	Florence Senior Center (Group 1)	Florence	B	M	35	E/P
4/12	Florence Senior Center (Group 2)	Florence	B	M	65	E/P
4/13	Coos Bay Senior Center	North Bend	B	M	25	E/P
4/16	AARP Newport Senior Center	Newport	B	M	25	E/P
4/28	Lakeside Senior Center	Lakeside	B	M	47	E/P
4/29- 4/30	R.I.S.E. Conference	Grand Ronde	B	M	115	E/P
May 2011						
5/9	Grant Co. Senior Center	John Day	B	M	37	E/P
5/11	Heppner St. Patrick Senior Center	Heppner	B	M	55	E/P
5/12	Pendleton Senior Center	Pendleton	B	M	52	E/P
5/13	Ukiah Senior Center	Ukiah	B	M	27	E/P



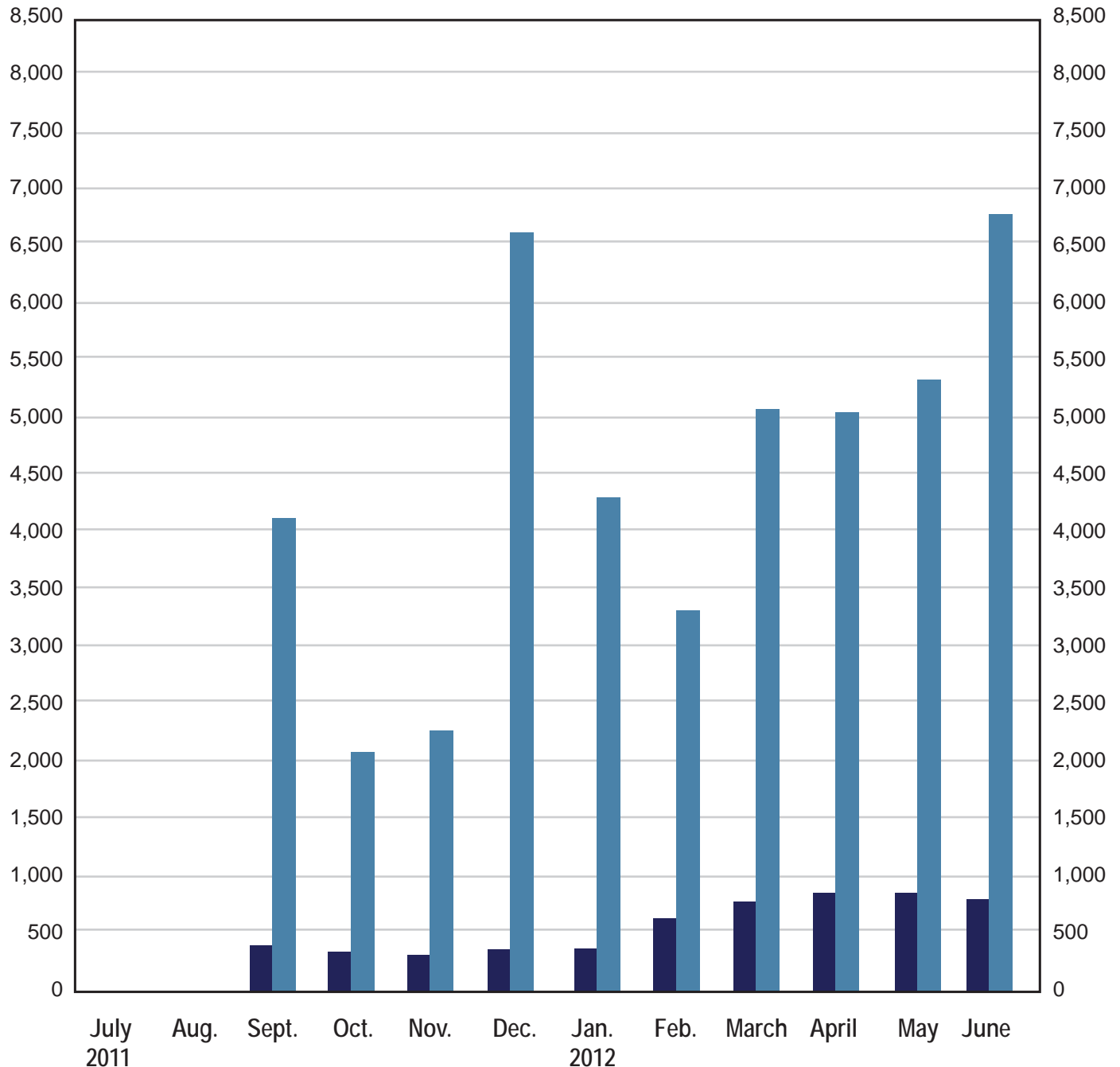
Date	Event	City	Relay (R), CapTel (C), Both (B) or TEDP (T)	Hard of Hearing (HOH), Deaf (D), Multiple (M)	# of Participants	Present (P), Demo (D), Exhibit (E), Workshop (W)
5/14	Live Well, Age Well Expo	Albany	B	M	50	E
5/16	Medford Resource and SSI/SSDI Forum	Medford	B	D/HOH	20	E
5/20	Forest Grove Senior Health Fair	Forest Grove	B	M	63	E/P
5/21	See What I'm Saying	Beaverton	B	D/HOH	175	E
5/24	Albany Senior Center	Albany	B	M	9	E/P
5/25	Oceanview Health Fair	Newport	B	M	50	E
5/26	Willamalane Senior Center	Springfield	B	M	6	P
5/26	Sanitam Senior Center	Stayton	B	M	10	E/P
<b>June 2011</b>						
6/1	Oregon School for the Deaf Carnival	Salem	R	D/HOH	90	E
6/1	Riverview Terrace	Roseburg	B	M	4	P
6/1	Callahan Village	Roseburg	B	M	2	P
6/1	Garden Valley Retirement	Roseburg	B	M	2	P
6/1	Bridgewood Rivers Assisted Living	Roseburg	B	M	3	P
6/3	Washington Co. Health Fair	Portland	B	M	35	E
6/9	New Horizons In Home Care	Eugene	B	M	8	P
6/12	Deaf Women of Oregon and Washington	Salem	R	Deaf	10	E
6/14	Lincoln Co. Senior Resource Fair	Lincoln City	B	M	77	E
6/17	Elder American's Day - Mennonite Village	Albany	B	M	485	E
6/18	OASIS Age Well Expo	Eugene	B	M	50	E
6/20	Homewood Heights Senior Living	Milwaukie	B	M	24	E/P
6/21	Warm Springs Resource Fair	Warm Springs	B	M	110	E
6/22	Independent Living Resources	Portland	B	M	8	P
6/25	Marion Estates Health and Resource Fair	Sublimity	B	M	212	E
6/29	Albany Court Apts.	Albany	B	M	1	P
6/29	Mennonite Village	Albany	B	M	5	P
<b>TOTAL</b>					<b>7,302</b>	

**Appendix L:**  
**Copy of OTRS Website Traffic**

**Page: 202**

# Web Stats: oregonrelay.com

July 2011 to June 2012



Visitors	n/a	n/a	4,062	2,017	2,208	6,523	4,296	3,339	5,035	5,013	5,322	6,739
Hits			375	345	309	345	376	519	719	832	831	756

**VISITORS:** Total number of visitors.  
**HITS:** Total number of hits made by visitors.

**Appendix M:**  
**Copy of OTRS Brochure**

**Page: 204**



# OREGON

TELECOMMUNICATIONS  
RELAY SERVICE



Keeping Oregon  
in Touch!



# Oregon Telecommunications Relay Service (OTRS)

What is it?

Oregon Telecommunications Relay Service (OTRS) is a free service that is available to all Oregonians and allows those with hearing and speech disabilities to place and receive calls through specially trained Relay Operators (ROs).

- ♦ Users can make calls to anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls.
- ♦ All calls are strictly confidential and no records of any conversations are maintained.
- ♦ Administered by the Oregon Public Utility Commission and provided by Sprint.





### Emergencies

In an emergency, dial 9-1-1 directly using a TTY to ensure immediate attention and identification of your location.

### Directory Assistance

If a TTY user makes a Directory Assistance (DA) request, the RO will connect to a DA operator. After obtaining the number, the caller may choose to place the call through OTRS or dial it directly TTY to TTY.

### TTY public payphones

A Federal Communications Commission (FCC) order states:

- ◀ All local calls from TTY payphones are free of charge.
- ◀ Toll calls can be billed through calling cards or prepaid cards.

### Billing Preference

There is no charge for using OTRS to make local calls. Long distance rates are determined by the carrier you choose. OTRS gives you several billing options for long distance or international calls. If you select Sprint as your long distance carrier, you will receive a reduced long-distance rate. Remember to tell the RO your billing choice:

- ◀ Direct
- ◀ Prepaid phone card
- ◀ Third party
- ◀ Collect
- ◀ Calling card

### Customer Database Profile

A Customer Database Profile stores an individual relay user's call preferences, expediting call processing. Sprint Relay Customer Service can set up your profile while you are on the phone or send you a form to complete, as well as answer any questions you have.



# Traditional Relay

711 or 800.735.1232

Oregonians can easily initiate calls to TTY users. The RO types the person's spoken words to the TTY user and reads back the typed replies.

- 1 Dial 7-1-1 or 1-800-735-1232.
- 2 You will hear, "Relay Operator (number). May I have the number you wish to call, please?"
- 3 Give the RO the area code and telephone number.
- 4 The RO will process the call.

Speak directly to the person you've called. Avoid saying "tell him" or "tell her," and say "GA" or "Go Ahead" at the end of your response.

1. TTY User types message.
2. RO reads the typed message to the other party.
3. Other party listens and then replies.



4. RO listens and types the spoken reply to the TTY user.

Voice Carry Over (VCO) allows individuals with a hearing loss to use their own voice to speak directly to hearing people and read text. When a hearing person speaks to the VCO user, the RO serves as their “ears” and types everything the hearing person says to their TTY or VCO phone.

1. Hard of hearing user speaks directly to the other party.



2. Other party listens and responds.



4. Hard of hearing user reads the typed response.

3. RO listens and types the other party's response to the hard of hearing user.

# CapTel

## Captioned Telephone

Captioned telephone service, like VCO, is used by people who have a hearing loss but have some residual hearing. It uses a special telephone that has a text screen to display captions of what the other party says. A captioned telephone allows the user to speak and listen to the other party while reading captions of what the other party is saying.

- ◀ Learn more about phone eligibility information online at:  
[www.captionedtelephone.com/availability/OR.phtml](http://www.captionedtelephone.com/availability/OR.phtml)  
or [www.oregoncaptel.com](http://www.oregoncaptel.com)

\*CapTel users are responsible for their own long distance charges.

## Behind the Scenes

1. The CapTel Relay Operator listens and transcribes your other party's speech into captions.

Both callers can speak and hear at the same time.

2. CapTel user reads word-for-word captions in easy-to-read display screen.

"Family and friends are able to reach a CapTel user by dialing 877-243-2823, listen to the recorded instructions, enter the party's 10 digit number to connect their call."

# Hearing Carry-Over

800.735.2900

- ◀ Hearing Carry-Over (HCO) allows people who can hear on the phone but have a speech disability to listen to the other party.

- The HCO user types his/her conversation for the Relay Operator to read aloud to the other party.



- ◀ HCO to TTY: The HCO user listens while the RO voices the TTY user's typed message. The HCO user types his/her conversation directly to the TTY user.
- ◀ HCO to HCO: HCO users may contact other HCO users through OTRS. The RO will voice to both parties what is typed on each user's TTY.

1. Speech disabled user types message.



2. RO reads aloud the message to the other party.



4. Speech disabled user listens to the other party.

3. Other party listens and speaks directly to the speech disabled user.

# Speech-to-Speech

800.735.7525

- ◀ Speech-to-Speech (STS) calls can be made:
  - by anyone/to anyone with a speech disability
  - by people/to people who use a TTY
- ◀ A person with a speech disability can use his/her own voice or voice synthesizer over the phone.
- ◀ Specially trained Relay Operators serve as the speech-disabled user's voice. They listen and repeat the speech-disabled user's dialogue to the called party.



1. Speech-disabled user voices message to RO.

2. RO voices message to other party.



Both callers are able to hear each other directly during the call.



3. Other party listens and responds directly to speech-disabled user.



Relay users who are deaf-blind can read via Telebraille at a pace that is comfortable to them. Users can request increased or decreased text display in increments of 5 words per minute.



1. Other party voices message to RO.



2. RO types message.

3. Deaf-blind user receives message on telebraille unit at desired text display speed.



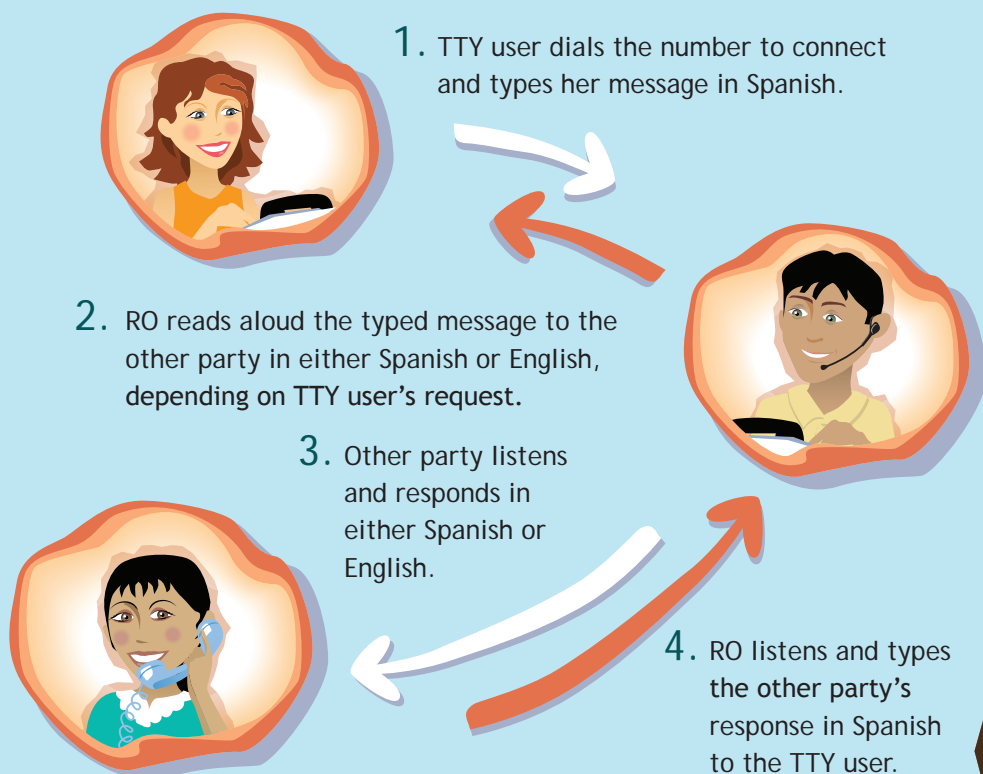
4. Deaf-blind user types response and RO reads message to the other party.



# Spanish Relay

800.735.3896

TTY users can type in Spanish and the conversation will be relayed in Spanish. TTY users can also request Spanish to English or English to Spanish translation via relay.



## International Calls

OTRS allows you to place and receive calls to and from anywhere in the world in English or Spanish. Callers from a country outside the US may also access Sprint Relay by dialing 1-605-224-1837.



## The OTRS Outreach Manager is available to:

- ◀ Provide outreach services to the deaf, hard-of-hearing, deaf-blind and speech disabled communities, as well as civic groups and other organizations in Oregon.
- ◀ Make presentations and distribute relay information in educational settings and at trade shows throughout Oregon.
- ◀ Conduct educational workshops and training sessions with deaf, hard-of-hearing, deaf-blind and speech disabled and non-disabled communities in Oregon.
- ◀ Answer any questions, provide usage tips, and resolve relay-related issues.

To receive information or schedule a presentation, contact:

Damara Paris, Outreach Manager  
525 Taggart RD NW, STE 130, PMB 3  
Salem, Oregon 97304  
971.239.5804 v/vp  
866.403.8096 fax  
damara.g.paris@sprint.com email

# “Don’t Hang Up”

The goal of the “Don’t Hang Up” campaign is to decrease the frequency of hang-ups by businesses who are unfamiliar with OTRS. The campaign includes:

- ♦ Public Service Announcements
- ♦ Articles in business publications

If you experience a hang up, please contact the OTRS Outreach Manager, who will provide the business with information about Oregon Telecommunications Relay Service. Please see page 11 for her contact information.

Many people have found that changing the way their relay calls are announced reduces hang-ups.

Instead of saying, *“This is OTRS...”* ask the RO to begin, *“This is a customer of your business calling through OTRS,”* or, *“This is [Your Name] calling through OTRS.”*

## Other Programs Offered by



Need help paying your monthly phone bill?

Oregon Telephone Assistance Program (OTAP) provides monthly phone bill discounts to qualifying low-income Oregonians.

Monday - Friday 8am to 5pm

800.848.4442

800.648.3458 tty

877.567.1977 fax

866.948.1216 videophone

Having trouble or unable to communicate by telephone?

Telecommunication Devices Access Program (TDAP) loans adaptive telephone equipment at no cost and with no income restrictions to eligible Oregonians who are hearing, cognitive, vision, speech or mobility impaired.

Download or complete applications at: [www.rspf.org](http://www.rspf.org).

# IP Relay\*

Using AOL Instant Messenger (AIM)

- Works on any computer and wireless device that uses AIM
- Add SprintIP to your Buddy List
- Spanish available - type ESPAÑOL
- Connect to live Customer Service - type HELP
- No GA or SK needed



## Before placing a call:

- 1 Add *SprintIP* to your buddy list.
- 2 Double Click on *SprintIP*.
- 3 Type the *phone number* for the RO to dial.
- 4 Click *send* or *enter*.
- 5 Start your conversation.

## Internet Relay

[www.sprintip.com](http://www.sprintip.com)

Fast and easy! Users need a computer, web browser, and dial-up or high speed internet access.

- High-speed Internet not required
- No domestic long distance charges
- No TTY needed

\*DISCLAIMER: SprintIP using AIM and SprintIP are not funded by the Oregon PUC.

# Video Relay\*

- [www.sprintvrs.com](http://www.sprintvrs.com)  
for computer and webcam
- [sprintvrs.tv](http://sprintvrs.tv) for videophone

- Clear video resolution
- Available 24 hours a day
- Experienced Video Interpreters (VIs)
- Minimal wait times
- No domestic long distance charges
- Access to live customer service

1 American Sign Language (ASL) user signs message into videophone or webcam.



2 Interpreter sees signed message and voices it to other user.



3 Other user hears message and responds.



4 Interpreter hears response and signs to ASL user.

\*DISCLAIMER: Sprint VRS is not funded by the Oregon PUC.



# OREGON

## TELECOMMUNICATIONS RELAY SERVICE

[www.rspf.org](http://www.rspf.org)

[www.oregoncaptel.com](http://www.oregoncaptel.com)



Oregon Telecommunications Relay Service is provided by Sprint.

## NEED HELP?

- Have your questions answered
- Receive assistance with a Relay call
- Provide a commendation, file a complaint, or recommend suggestions
- Request brochures, outreach materials, or presentations

OTRS Customer Service

800.676.3777 TTY/Voice /ASCII  
[Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com) email

Servicio al Cliente de OTRS

800.676.4290 tty/voz/ascii

**Appendix N:**  
**Taste of Technology**  
**Forum Materials**

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# Oregon

Theodore R. Kulongoski, Governor

## Public Utility Commission

Residential Service Protection Fund

Telephone Assistance Programs

550 Capitol St NE Ste 215

Mailing Address: PO Box 2148

Salem, OR 97308-2148

1-800-848-4442

TTY: 1-800-648-3458

Fax: 1-877-567-1977

Web: [www.rspf.org](http://www.rspf.org)

Email: [puc.rspf@state.or.us](mailto:puc.rspf@state.or.us)

April 12, 2010

To: All TDAP Recipients

I am pleased to announce that the 4<sup>th</sup> annual OTRS Taste of Technology will be held in Bend, Oregon on Friday, May 14, 2010 from 7:30 am to 5 pm. This year's event will focus on a variety of telecommunications topics for people who are deaf, hard of hearing, have speech, visual or mobility impairments. The location of the event is at the beautiful River House (see [www.riverhouse.com](http://www.riverhouse.com)).

Please join me at the event to learn about the new technologies available, particularly devices that TDAP will be adding to our program in the near future. We have over 11 exhibits where you will have the opportunity to see some of the technological devices available for people with disabilities. We will also provide free breakfast and lunch, as well as snacks throughout the day.

Enclosed is a copy of the event flyer and a registration form. It is important that you register no later than **May 3, 2010**. Feel free to send a copy of the registration materials to a friend, spouse or community service provider. Registration forms will be available at [www.rspf.org](http://www.rspf.org) or [www.oregoncaptel.com](http://www.oregoncaptel.com) if you prefer to download and forward information to other interested parties.

I look forward to seeing you there!

Sincerely,

Jon Cray, RSPF Manager  
Oregon Public Utility Commission

Exhibits may include, but may not be limited to:

- Alliance for Technology Access
- Assistive Technology Lab
- ATI
- ATG Rehab
- DBTAC NW—ADA Info
- Disability Access Services
- Disability Compass
- Dynavox
- Oregon Technology Access Program or Technical Assistance Corporation
- OTAP and TDAP
- Oregon Institute of Technology

May 14, 2010

## You are invited to the 4th Annual Oregon Telecommunications Relay Service Taste Of Technology Event!

- Presentations and Exhibits—Technology that benefits people with disabilities
- Telecommunications and other technology will be featured
- Breakfast, Lunch, and Snacks are FREE!!

*This year's Taste of Technology (TOT) will be held at the beautiful River House in Bend, Oregon. This is a great opportunity for people in the vocational rehabilitation, mental health, hospital service, community college and university settings as well as people in the community who have disabilities to learn about the availability of technology resources.*

If you have any Questions please contact Cindy Campbell: E-mail.: [Cindy.Campbell@sprint.com](mailto:Cindy.Campbell@sprint.com)

Sponsored by:



**Location:**

***The River House***

**Date:**

May 14, 2010

2850 NW Rippling River Court Bend, OR 97701  
800-547-3928 (room reservations)  
800-558-9893 (conference center)  
[www.riverhouse.com](http://www.riverhouse.com)

To ensure that we have enough food for participants, please fill out the registration form on the back and send it in no later than May 3rd

**Send To →  
By: May 3rd**

**Cindy Campbell**  
**TOT Event Coordinator**  
**PO Box 416**  
**Neotsu, OR 97364-0418**  
**Fax: 800-576-1966**  
**E-mail:** Cindy.Campbell@sprint.com

**Name**

**Agency representing, if any**

**Address**

**E-mail Address**

**Phone Number—Please circle which one**    **TTY**    **VP**    **Voice**

**Fax**

### **Food Choices**

- ☐ Herb and Garlic Marinated Grilled Chicken    ☐ Sundried Tomato Raviolis  
☐ Oven Roasted Halibut Provencal    ☐ Special Dietary Needs: \_\_\_\_\_

### **Accessibility Needs: Due May 1st**

- ☐ Sign Language Interpreter    ☐ Real Time Captioning    ☐ FM Loop  
☐ Seating close to the presenter    ☐ Large Print Handouts:  
SIZE \_\_\_\_\_  
☐ Other: \_\_\_\_\_

## **Tentative Schedule of Events**

### **Join Us For:**

### **Time**

<input type="checkbox"/> Continental Breakfast and Registration	7:30 — 9:00
<input type="checkbox"/> Welcome and Opening Remarks	9:00 — 9:15
<input type="checkbox"/> Key Note Presentation	9:15 — 10:00
<input type="checkbox"/> OTAP and TDAP	10:00 — 10:45
<input type="checkbox"/> Morning Break	10:45 — 11:00
<input type="checkbox"/> Commission for Blind	11:00 — 11:45
<input type="checkbox"/> Sprint Relay	11:45 — 12:30
<input type="checkbox"/> Lunch	12:30 — 1:30
<input type="checkbox"/> OTRS/CapTel	1:30 — 2:15
<input type="checkbox"/> Speech Generating Devices	2:15 — 3:00
<input type="checkbox"/> Afternoon Break	3:00 — 3:15
<input type="checkbox"/> Cochlear America	3:15 — 4:00
<input type="checkbox"/> Pepnet	4:00 — 4:45
<input type="checkbox"/> Closing Remarks	4:45 — 5:00

***The government rate for rooms at The River House are \$113 per night. There are a limited number of rooms available so be sure to call in your reservation as soon as possible! Please tell the reservations operator that your stay is for the OTRS TOT to obtain this rate.***

**Appendix O:**  
**Copy of CapTel**  
**Directory Advertisement**

**Page: 225**

# Oregon Captioned Telephone Service®

[www.oregoncaptel.com](http://www.oregoncaptel.com)



- Large, easy-to-read captions on display screen with adjustable font sizes & colors.
- Up to 40dB volume amplification for captioned calls.\*
- Captioning service is **FREE** to users with hearing loss.
- Captions appear automatically on all calls - incoming\*\* and outgoing.
- One touch button to reach customer service.
- To order a CapTel phone, go to [oregoncaptel.com/order](http://oregoncaptel.com/order)

\* When not using captions, max amplification is capped at 15dB.

\*\* Internet model only



# Wireless CapTel® by Sprint®

[www.sprintcaptel.com](http://www.sprintcaptel.com)



- Free app on select Android-powered 2.2 or higher devices.
- Works on 3G, 4G or WiFi.
- Captioned voicemail service.
- No voice plan required.



Using your device's barcode scanner, scan the QR code above and install.

- Need a device? Start saving today by visiting [sprintrelaystore.com.wcs](http://sprintrelaystore.com.wcs)



Although CapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. By using CapTel for emergency calling, you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through CapTel; whether caused by the negligence of Sprint or otherwise. Sprint reserves the right to modify, extend or cancel offers at any time without notice. Other restrictions apply. ©2012 Sprint. Sprint and logos are trademarks of Sprint. CapTel is a registered trademark of Ultratec, Inc. Other registration marks are the property of their respective owners.

**Appendix P:**  
**Senior and Native Outreach Report**

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FY - 2011-2012 Outreach							
Date	Event	City	Relay (R), CapTel (C), Both (B) or TEDP (T)	Hard of Hearing (HOH), Deaf (D), Multiple (M)	# of Part.	Present (P), Demo (D), Exhibit (E), Workshop (W)	Freebies
<b>July</b>	<b>2011</b>						
07/07/11	Lions Club of Dallas, OR	Dallas	B/T	M	15	P/E	Yes
07/08/11	Newport Resource Fair	Newport	B/T	M	80	E	Yes
07/11/11	The Heights Senior Living	Portland	B/T	m	60	E	Yes
07/15/11	NW Deaf Softball Tournament	Happy Valley	B	D/HOH	75	E	Yes
07/16/11	NW Deaf Softball Tournament	Happy Valley	B	D/HOH	80	E	Yes
07/18/11	Cascadia Village Senior Living	Sandy	B/T	M	6	P	Yes
07/23/11	Independent Living Resources - Roll In The Park	Portland	B/T	M	95	E	Yes
<b>August</b>	<b>2011</b>						
08/02/11	OVRS In-service Conference	Salem	B/T	M	160	E	Yes
08/03/11	OVRS In-service Conference	Salem	B/T	M	135	E	Yes
08/16/11	The Heights Retirement Resident Council	Portland	B/T	M	55	P	Yes
08/19/11	Chinook Winds Safety Fair	Lincoln City	B/T	M	97	E	Yes
08/23/11	Twin Creeks Happy Hour Spotlight	Central Point	B/T	M	35	E/P	Yes
08/29/11	The Heights at Columbia Knoll	Portland	B/T	M	12	E	Yes
08/31/11	Timberfest	Stayton	B	D/HOH	250	E	Yes
<b>September</b>	<b>2011</b>						
09/01-09/04/2011	Timberfest	Stayton	B	D/HOH	1,000	E	Yes
09/08-09/10/2011	Sacred Circle Akwesasne Cultural Gathering for the Deaf	Massena, NY	B	D/HOH	75	E	Yes
09/10/11	A Gift Of Time	Salem	B/T	M	35	E	Yes
09/13-09/15/2011	NW Deaf and HOH Training Forum	Portland	B/T	D/HOH	177	E	Yes
09/17/11	HLA Walk For Hearing	Portland	C	D/HOH	175	E	Yes
09/20/11	PDX HLA Meeting	Portland	B	HOH	15	P	Yes
09/26-09/27/2011	Options for Success	Medford	B/T	M	185	P/E	Yes
09/27/11	Pioneer Community Center	Oregon City	B/T	M	8	P	Yes
09/29-09/30/2011	Mega Conference	Salem	B/T	M	225	E	Yes
<b>October</b>	<b>2011</b>						
10/01/11	Mega Conference	Salem	B/T	M	225	E	Yes
10/04/11	Senior Fair 2011	Lincoln City	B/T	M	475	E	Yes
10/06/11	Eugene Hotel	Eugene	B/T	M	8	P	Yes
10/13/11	Night of Networking (OHSU)	Portland	B/T	M	250	P	Yes
10/15/11	Deaf Nation Expo	Portland	B/T	D/HOH	3,000	E	Yes
10/18/11	Retired Educators Outreach	Albany	B/T	M	22	P/E	Yes
10/18/11	Gresham Senior Center	Gresham	B/T	M	12	P	Yes
10/20/11	Huntington Terrace Senior Living	Gresham	B/T	M	50	E	Yes
10/20/11	Canby Senior Center	Canby	B/T	M	14	P	Yes
10/21/11	Regency Park Place	Corvallis	B/T	M	14	P	Yes
10/24-10/25/2011	R.I.S.E. Conference	Portland	B/T	M	125	E	Yes
10/25/11	Woodside Assisted Living and Briarwood Retirement	Springfield	B/T	M	80	E	Yes
10/27/11	Solvang Retirement Community	Eugene	B/T	M	100	E	Yes
<b>November</b>	<b>2011</b>						



11/03/11	Family Caregivers Celebration	Albany	B/T	M	80	E	Yes
11/4-11/5/2011	OR Assoc. of the Deaf Conference	Salem	B/T	D/HOH	37	E	Yes
11/14/11	Capital Baptist Church Senior Meal site	Salem	B/T	M	16	E/P	Yes
11/15/11	South Salem Senior Center Meal site	Salem	B/T	M	38	E/P	Yes
11/16/11	Newport Hospital Caregiver Celebration	Newport	B/T	M	27	E	Yes
11/18/11	WA County Family Caregiving Conference	Hillsboro	B/T	M	100	E	Yes
11/19/11	Siletz Restoration Celebration	Lincoln City	B/T	M	350	E	Yes
11/23/11	The Village at Forest Glen	Beaverton	B/T	M	20	P	Yes
11/25-11/26/2011	Bigger, Better	Lincoln City	B/T	M	70	E	Yes
<b>December</b>	<b>2011</b>						
12/05/11	The Village Retirement Community	Gresham	B/T	M	23	P	Yes
12/05/11	Cascadia Village Senior Living	Sandy	B/T	M	7	P	Yes
12/08/11	911 Meeting	Lincoln City	B/T	M	85	P	No
12/09/11	South Salem Senior Center (2nd group)	Salem	B/T	M	22	E/P	Yes
12/10/11	LC Cultural Center Bazaar	Lincoln City	B/T	M	185	E	Yes
12/12/11	Gladstone Senior Center	Gladstone	B/T	M	24	E	Yes
12/31/11	Drug and Alcohol Free Powwow	Portland	B/T	M	950	E	Yes
<b>January</b>	<b>2012</b>						
01/04/12	Senior Network Resources	Clackamas	B/T	M	100	P	Yes
01/12/12	Metro Senior Network Resources	Portland	B/T	M	300	P	Yes
01/17/12	Treadmill Health Fair	Tigard	B/T	M	100	E	Yes
<b>February</b>	<b>2012</b>						
02/03/12	Willamalane Senior Center	Springfield	B/T	M	10	P	Yes
02/06/12	Grants Hearing Aid Center	Eugene	B/T	D/H	6	P	No
02/06/12	Garden Way Retirement	Eugene	B/T	M	4	P	No
02/06/12	Signature Home Health	Eugene	B/T	M	8	P	No
02/23/12	Oak Park Assisted Living Wellness Fair	Roseberg	B/T	M	55	E/P	Yes
02/24/12	YaPoAh Terrace	Eugene	B/T	M	24	P	Yes
02/24/12	Samaritan N. Lincoln In-Home services	Lincoln City	B/T	M	23	P	No
02/29/12	Friends View Retirement Village	Newberg	B/T	M	38	P	Yes
<b>March</b>	<b>2012</b>						
03/01/12	Fairlawn Village	Gresham	B/T	M	50	P	Yes
03/02/12	AT Now! Conference	Hillsboro	B/T	M	85	E	Yes
03/03/12	Metro Powwow	Vancouver, WA	B/T	M	300	E	Yes
03/08/12	Hollyfield Retirement Community	Lake Oswego	B/T	M	8	P	Yes
03/13/12	Cascade Manor	Eugene	B/T	M	10	P	Yes
03/14/12	Willamalane Activity Center	Springfield	B/T	M	15	P	Yes
03/21/12	Access Senior Fair	Medford	B/T	M	3,000	E	Yes
03/20/12	Lane County 9-1-1 Call takers Academy	Lane	R	M	8	P	No
03/22/12	SPOKES Unlimited Staff Meeting	Klamath Falls	B/T	M	4	P	No
03/28/12	Native Caring Conference	Pendleton	B/T	M	125	E	Yes
03/29/12	The Springs at Clackamas Woods Retirement	Milwaukie	B/T	M	100	E	Yes
<b>April</b>	<b>2012</b>						
04/03/12	Jefferson County Senior Center	Madras	B/T	M	55	E/P	Yes
04/04/12	Prineville Sorooptimist Senior Center	Prineville	B/T	M	50	E/P	Yes



04/04/12	Senior Connections (south)	Newport	B/T	M	15	P	No
04/05/12	Bend Senior Center	Bend	B/T	M	50	E/p	Yes
04/12/12	OR Commission for the Blind	Eugene	B/T	M	100	P	No
04/11-04/12/12	Gerontology Conference	Corvallis	B/T	M	250	E	Yes
04/17/12	Garden Way Health and Wellness Event	Eugene	B/T	M	50	E	Yes
04/25/12	Amedisys Caregiver Staff Meeting	Roseburg	B/T	M	34	P	Yes
04/25/12	Mercy Home Health/Hospice	Roseburg	B/T	M	3	P	No
04/27/12	Lane County Emergency Call takers Academy	Eugene	B/T	M	10	P	No
04/28/12	DWOW	Hillsboro	B/T	D/H	20	E	Yes
<b>May</b>	<b>2012</b>						
05/10/12	Health Fair Sandy Senior Center	Sandy	B/T	M	18	E	Yes
05/11/12	Warm Springs Elder Day Celebration	Warm Springs	B/T	M	1,200	E	Yes
05/16/12	Health Fair Mt. Hood Athletic Club	Sandy	B/T	M	30	E	Yes
05/19/12	Live Well, Age Well Expo	Albany	B/T	M	200	E	Yes
05/22/12	Linus Oakes	Roseburg	B/T	M	21	P	Yes
05/24/12	The Upside of Downsizing Health Fair	Gresham	B/T	M	25	E	Yes
05/31/12	The Upside of Downsizing Health Fair	Portland	B/T	M	10	E	Yes
<b>June</b>	<b>2012</b>						
06/06/12	The Upside of Downsizing	Newberg	B/T	M	60	E	Yes
06/13/12	Senior Connections (North)	Lincoln City	B/T	M	15	P	No
06/18/12	The Village Retirement Center	Gresham	B/T	M	8	E/P	Yes
<b>TOTAL</b>	<b>2011-2012 Fiscal Year</b>			<b>TOTAL</b>	<b>16,056</b>		

**Appendix Q:**  
**STS Enhanced Information on OTRS Website**

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- Voice
- TTY
- ASCII
- TeleBraille
- Spanish
- Voice Carry-Over
- Speech-to-Speech
- Hearing Carry-Over
- 900 Toll Service
- International Calling
- TTY Public Payphones
- Directory Assistance
- Answering Machine
- Emergency Call

## Speech-to-Speech (STS)

Dial 7-1-1 or 1-877-735-7525

Individuals with a speech disability may make STS calls, where a specially trained relay operator listens in to a call and serve as the STS user's voice and repeat his/her responses to the called party if needed. There may be instances where the STS user will be asked to repeat his/her message to ensure that it is conveyed correctly. The STS user hears the called party's voice.

### New Feature: STS Email Set Up

This new feature makes call set-up a piece of cake for STS users.



[Click here to My Email Set Up](#)



This **Email Set Up** feature allows STS users to send an email with call instructions or information to Oregon Relay STS at least two hours before the call.



[Click here](#) to learn more about Enhanced STS Service

### Quick Glance



[Please, Don't Hang up](#)



[Oregon TRS Customer Profile](#)



[Frequently Asked Questions](#)



[Service Feedback](#)



[For Federal Employees](#)

### For more information:



[Speech to Speech](#)



[How STS Works](#)



[STS Website](#)

**Appendix R:**  
**Copy of OTRS Advertisement**

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# Get Connected!

With Oregon Relay

Get-and stay-connected to family, friend and co-workers. It has never been easier with Oregon Relay.

Oregon Relay is a free service provided by the Public Utility Commission of Oregon to ensure equal telecommunications access to the telephone service for people who are deaf, hard of hearing, deaf-blind, and speech disabled.

To use Oregon Relay, simply dial 711 to connect with an operator. The operator will dial the requested number and relay the conversation between the two callers.

**You'll never feel disconnected again!**

**TTY** 711 or 1.800.735.2900

**VOICE** 711 or 1.800.735.1232

**VCO** 1.800.735.3260

**STS** 1.877.735.7525

**ESPAÑOL** 1.800.359.2703

**CUSTOMER SERVICE (ENGLISH)**  
1.800.676.3777

**SERVICIO AL CLIENTE EN ESPAÑOL**  
1.800.676.4290

**OREGON RELAY**  
oregonrelay.com

**OREGON CAPTEL**  
oregoncappel.com



**OREGON**  
TELECOMMUNICATIONS  
RELAY SERVICE

**Appendix S:**  
**Copy of OTRS Advertisement**

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# Get Connected!

with Oregon Relay



TELECOMMUNICATIONS  
RELAY SERVICE



Get and stay connected to family, co-workers, and friends. It has never been easier with Oregon Relay.

Oregon Relay is a free service provided by the Public Utility Commission of Oregon to ensure equal telecommunications access to the telephone service for people who are speech, hard of hearing, deaf-blind and speech-disabled.

To use Oregon Relay, simply dial **7-1-1** to connect with a relay operator. The operator will dial the requested number and relay the conversation between the two callers.

**You'll never feel disconnected again!**

## **TTY:**

711 or 1.800.735.2900

## **Voice:**

711 or 1.800.735.1232

## **Voice Carry-Over (VCO)**

711 or 1.800.735.3260

## **Speech-to-Speech**

711 or 1.877.735.7525

## **Español:**

711 or 1.800.359.2703

## **Customer Service**

1.800.676.4290

1.800.676.4290 (Español)

## **Oregon Relay:**

[www.oregonrelay.com](http://www.oregonrelay.com)

## **Oregon CapTel:**

[www.oregoncaptel.com](http://www.oregoncaptel.com)

**Appendix T:**  
**Copy of CapTel Advertisement**

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[www.oregoncaptel.com](http://www.oregoncaptel.com)



[www.sprintcaptel.com](http://www.sprintcaptel.com)

*Difficulty hearing  
over the phone?*

*We have solutions for you!*

*CapTel<sup>®</sup>*

*"At last, I can  
LISTEN and READ."*

*WebCapTel<sup>®</sup>*

*"It's so good not to  
miss a single word  
again in my phone  
conversations."*



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are trademarks of Ultratec, Inc.

**Appendix U:**  
**Copy of RSPF Statutory Authority**

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## RESIDENTIAL SERVICE PROTECTION

**Note:** Sections 2 to 8 and 16, chapter 290, Oregon Laws 1987, provide:

**Sec. 2.** The Legislative Assembly declares that it is the policy of this state to assure that adequate, affordable residential telecommunication service is available to all citizens of this state. [1987 c.290 §2]

**Sec. 3.** In carrying out the provisions of section 2 of this 1987 Act, the Public Utility Commission may require telecommunications public utilities to assure that time payment plans for deposits and installation charges or such other options as may be appropriate for a particular telecommunications public utility are made available. [1987 c.290 §3]

**Sec. 4.** In carrying out the provisions of section 2 of this 1987 Act the Public Utility Commission may:

(1) Notwithstanding ORS 757.310, approve a different rate for local exchange residential telecommunication service for low income customers than the rate charged to other residential customers. However, any such rate is subject to all other provisions of this chapter.

(2) Establish plans, or require telecommunications public utilities to establish plans, to educate customers regarding the options available for obtaining telecommunication services. [1987 c.290 §4]

**Sec. 5.** (1) In carrying out the provisions of section 2 of this 1987 Act, the Public Utility Commission shall establish rules to prohibit the termination of local exchange residential service when such termination would significantly endanger the physical health of the residential customer.

(2) The commission shall provide by rule a method for determining when the termination of local exchange residential service would significantly endanger the physical health of the residential customer.

(3)(a) The commission shall require that each telecommunications public utility:

(A) Accept medical statements by licensed physicians and licensed nurse practitioners as sufficient evidence of significant endangerment of health; and

(B) Establish procedures for submitting and receiving such medical statements.

(b) A medical statement submitted under this subsection shall be valid for such period as the commission, by rule, may prescribe.

(4) Rules adopted by the commission pursuant to this section shall not apply to telecommunication service other than local exchange residential service.

(5) A customer submitting a medical certificate as provided in this section is not excused from paying for telecommunication service. Customers are required to enter into a time payment agreement with the utility if an overdue balance exists. Local exchange service is subject to termination if a customer refuses to enter into or fails to abide by terms of a payment agreement.

(6) Nothing in this section prevents the termination of local exchange residential service if the telecommunications public utility providing the service does not have the technical ability to terminate toll telecommunication service without also terminating local exchange telecommunication service. [1987 c.290 §5]

**Sec. 6.** (1) In carrying out the provisions of section 2, chapter 290, Oregon Laws 1987, the Public Utility Commission shall establish a plan to provide assistance to low income customers through differential rates or otherwise. The plan of assistance shall be designed to use, to the maximum extent possible, the available funding offered by the Federal Communications Commission, and may provide different levels of assistance to low income customers based upon

differences in local exchange rates. The plan established by the commission shall prescribe the amount of assistance to be provided and the time and manner of payment.

(2) For the purpose of establishing a plan to provide assistance to low income customers under this section, the commission shall require all public utilities, cooperative corporations and unincorporated associations providing local exchange telecommunication service to participate in the plan, except as provided in subsection (3) of this section.

(3) In lieu of participation in the commission's plan to assist low income customers, a public utility, cooperative corporation or unincorporated association providing local exchange telecommunication service may apply to the commission to establish an alternative plan for the purpose of carrying out the provisions of section 2, chapter 290, Oregon Laws 1987, for its own customers. The commission shall adopt standards for determining the adequacy of alternative plans.

(4) The commission may contract with any governmental agency to assist the commission in the administration of any assistance plan adopted pursuant to this section.

(5)(a) As used in sections 2 to 6, chapter 290, Oregon Laws 1987, "low income customer" means an individual determined by the commission:

(A) To be receiving benefits from the Supplemental Nutrition Assistance Program or from another low income public assistance program for which eligibility requirements limit participation to individuals with income that does not exceed 135 percent of federal poverty guidelines; or

(B) To be a resident of a long term care facility, as defined in ORS 442.015, or a residential care facility, as defined in ORS 443.400, who receives medical assistance under ORS chapter 414.

(b) The commission must be able to verify the continuing participation of a low income customer in a program described in paragraph (a) of this subsection. [1987 c.290 §6; 1991 c.622 §1; 2007 c.29 §1; 2009 c.599 §25; 2011 c.77 §1]

**Sec. 7.** (1) In order to fund the programs provided in sections 2 to 6 and 9 to 14, chapter 290, Oregon Laws 1987, the Public Utility Commission shall develop and implement a system for assessing a surcharge in an amount not to exceed 35 cents per month against each paying retail subscriber who has telecommunications service with access to the telecommunications relay service. The surcharge shall be applied on a telecommunications circuit designated for a particular subscriber. One subscriber line shall be counted for each circuit that is capable of generating usage on the line side of the switched network regardless of the quantity of customer premises equipment connected to each circuit. For providers of central office based services, the surcharge shall be applied to each line that has unrestricted connection to the telecommunications relay service. These central office based service lines that have restricted access to the telecommunications relay service shall be charged based on software design. For cellular, wireless or other radio common carriers, the surcharge shall be applied on a per instrument basis, but applies only to subscribers whose place of primary use, as defined and determined under 4 U.S.C. 116 to 126, is within this state.

(2) The surcharge imposed by subsection (1) of this section does not apply to:

(a) Services upon which the state is prohibited from imposing the surcharge by the Constitution or laws of the United States or the Constitution or laws of the State of Oregon.

(b) Interconnection between telecommunications utilities, telecommunications cooperatives, competitive telecommunications services providers certified pursuant to ORS 759.020, radio common carriers and interexchange carriers.

(3) The commission annually shall review the surcharge and the balance in the Residential Service Protection Fund and may make adjustments to the amount of the surcharge to ensure that the fund has adequate resources but that the fund balance does not exceed six months of projected expenses.

(4) Moneys collected pursuant to the surcharge shall not be considered in any proceeding to establish rates for telecommunication service.

(5) The commission shall direct telecommunications public utilities to identify separately in bills to customers for service the surcharge imposed pursuant to this section.

(6) Notwithstanding ORS 314.835 and 314.840, the Department of Revenue may disclose information received under ORS 403.200 to 403.230 to the Public Utility Commission to carry out the provisions of chapter 290, Oregon Laws 1987.

(7) The Public Utility Commission may disclose information obtained pursuant to chapter 290, Oregon Laws 1987, to the Department of Revenue to administer the tax imposed under ORS 403.200 to 403.230. [1987 c.290 §7; 1991 c.622 §2; 1991 c.872 §8; 1993 c.231 §1; 1995 c.79 §387; 1995 c.451 §1; 2001 c.408 §2; 2011 c.78 §1]

**Sec. 8.** The Residential Service Protection Fund is established in the State Treasury, separate and distinct from the General Fund. Interest earned by moneys in the fund shall be credited to the fund. All moneys in the fund are appropriated to the Public Utility Commission to carry out the provisions of chapter 290, Oregon Laws 1987. [1987 c.290 §8; 1989 c.966 §74; 1991 c.622 §3; 1991 c.872 §1; 1993 c.231 §2]

**Sec. 16.** Chapter 290, Oregon Laws 1987, is repealed January 1, 2020. [1987 c.290 §16; 1991 c.622 §4; 1997 c.481 §1; 2001 c.408 §1; 2009 c.544 §1]

**Note:** Sections 1 and 2, chapter 204, Oregon Laws 2005, provide:

**Sec. 1.** Section 2 of this 2005 Act is added to and made a part of sections 2 to 6, chapter 290, Oregon Laws 1987. [2005 c.204 §1]

**Sec. 2.** (1) In carrying out the provisions of section 2, chapter 290, Oregon Laws 1987, the Public Utility Commission shall adopt rules to prohibit the termination of local exchange residential service if the termination would significantly endanger a customer, or a person in the household of the customer, who is:

(a) At risk of domestic violence, as defined in ORS 135.230;

(b) At risk of unwanted sexual contact, as defined in ORS 163.305;

(c) A person with a disability, as defined in ORS 124.005, who is at risk of abuse, as defined in ORS 124.005 (1)(a), (d) or (e);

(d) An elderly person, as defined in ORS 124.005, who is at risk of abuse, as defined in ORS 124.005 (1)(a), (d) or (e); or

(e) A victim of stalking, as described in ORS 163.732.

(2) A customer may establish that termination of local exchange residential service would significantly endanger the customer, or a person in the household of the customer, by providing a telecommunications public utility with an affidavit signed by the customer stating that termination would place the customer, or a person in the household of the customer, at significant risk of domestic violence, as defined in ORS 135.230, or of unwanted sexual contact, as defined in ORS 163.305. The customer must attach to the affidavit a copy of an order issued under ORS 30.866, 107.700 to 107.735, 124.005 to 124.040 or 163.738 that restrains another person from contact with the customer, or a person in the household of the customer, or a copy of any other court order that restrains another person from contact with the customer, or a person in

the household of the customer, by reason of a risk described in subsection (1) of this section or by reason of stalking.

(3) The commission shall require that each telecommunications public utility establish procedures for submitting and receiving affidavits under subsection (2) of this section.

(4) This section does not apply to termination of any telecommunication service other than local exchange residential service.

(5) A customer submitting an affidavit as provided by subsection (2) of this section is not excused from paying for telecommunication service. Customers are required to enter into a reasonable payment agreement with the telecommunications public utility if an overdue balance exists. Local exchange residential service may be terminated if a customer refuses to enter into or fails to abide by the terms of a reasonable payment agreement.

(6) Nothing in this section prevents the termination of local exchange residential service if the telecommunications public utility providing the service does not have the technical ability to terminate toll telecommunication service without also terminating local exchange residential service. [2005 c.204 §2; 2007 c.70 §359]

## ASSISTIVE TELECOMMUNICATION DEVICES FOR PERSONS WITH DISABILITIES

**Note:** Sections 9 to 16, chapter 290, Oregon Laws 1987, provide:

**Sec. 9.** As used in sections 9 to 14, chapter 290, Oregon Laws 1987, unless the context requires otherwise:

(1) “Adaptive equipment” means equipment that permits a person with a disability, other than a person who is hard of hearing or speech impaired, to communicate effectively on the telephone.

(2) “Applicant” means a person who applies for an assistive telecommunication device, adaptive equipment or a signal device.

(3) “Assistive telecommunication device” means a device that utilizes a keyboard, acoustic coupler, display screen, Braille display, speakerphone or amplifier to enable people who are deaf, deaf-blind, hard of hearing or speech impaired to communicate effectively on the telephone.

(4) “Audiologist” means a person who has a master’s or doctoral degree in audiology and a Certificate of Clinical Competence in audiology from the American Speech-Language-Hearing Association.

(5) “Deaf” means a profound hearing loss, as determined by an audiologist, licensed physician, nurse practitioner, hearing aid specialist or vocational rehabilitation counselor of the Department of Human Services, that requires use of an assistive telecommunication device to communicate effectively on the telephone.

(6) “Deaf-blind” means a hearing loss and a visual impairment that require use of an assistive telecommunication device to communicate effectively on the telephone. For purposes of this subsection:

(a) A hearing loss must be determined by an audiologist, licensed physician, nurse practitioner, hearing aid specialist or vocational rehabilitation counselor of the Department of Human Services.

(b) A visual impairment must be determined by a licensed physician, nurse practitioner, vocational rehabilitation counselor of the Department of Human Services or rehabilitation instructor for persons who are blind.

(7) “Disability” means a physical condition, as determined by a licensed physician, nurse practitioner or vocational rehabilitation counselor of the Department of Human Services, other than hearing or speech impairment that requires use of adaptive equipment to utilize the telephone.

(8) “Hard of hearing” means a hearing loss, as determined by an audiologist, licensed physician, nurse practitioner, hearing aid specialist or vocational rehabilitation counselor of the Department of Human Services, that requires use of an assistive telecommunication device to communicate effectively on the telephone.

(9) “Hearing aid specialist” means a person licensed to deal in hearing aids under ORS chapter 694.

(10) “Nurse practitioner” has the meaning given that term in ORS 678.010.

(11) “Physician” means an applicant’s primary care physician or a medical specialist who is able to determine an applicant’s disability and to whom the applicant was referred by the primary care physician.

(12) “Recipient” means a person who receives adaptive equipment, an assistive telecommunication device or a signal device.

(13) “Rehabilitation instructor for persons who are blind” means an employee of the Commission for the Blind who:

(a) Meets the minimum qualifications set by the commission to assess adult clients referred for services;

(b) Develops individualized training programs; and

(c) Instructs and counsels clients of the commission on adapting to sight loss.

(14) “Signal device” means a mechanical device that alerts a person who is deaf, deaf-blind or hard of hearing of an incoming telephone call.

(15) “Speech impaired” means a speech disability, as determined by a licensed physician, nurse practitioner, speech-language pathologist or vocational rehabilitation counselor of the Department of Human Services, that requires use of an assistive telecommunication device to communicate effectively on the telephone.

(16) “Speech-language pathologist” means a person who has a master’s degree or equivalency in speech-language pathology and a Certificate of Clinical Competence issued by the American Speech-Language-Hearing Association.

(17) “Telecommunications relay center” means a facility authorized by the Public Utility Commission to provide telecommunications relay service.

(18) “Telecommunications relay service” means a telephone transmission service that provides the ability for an individual who has a hearing or speech disability to engage in communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of an individual who does not have a hearing or speech disability to communicate using voice communication services by wire or radio. “Telecommunications relay service” includes, but is not limited to:

(a) Services that enable two-way communication between an individual using a text telephone or other nonvoice terminal device and an individual not using such a device;

(b) Speech-to-speech services; and

(c) Non-English relay services. [1987 c.290 §9; 1991 c.872 §2; 1995 c.280 §32; 1995 c.451 §2; 1999 c.384 §1; 2007 c.28 §1; 2007 c.70 §353; 2011 c.78 §2; 2011 c.264 §1]

**Sec. 10.** It is recognized that a large number of people in this state, through no fault of their own, are unable to utilize telecommunication equipment due to the inability to hear or speak well

enough or due to other disabilities. It is also recognized that present technology is available, but at significant cost, that would allow these people to utilize telecommunication equipment in their daily activities. There is, therefore, a need to make available such technology in the form of assistive telecommunication devices and a telecommunications relay service for people who are deaf, hard of hearing or speech impaired or adaptive equipment for people with disabilities at no additional cost beyond normal telephone service. The provision of assistive telecommunication devices and a telecommunications relay service or adaptive equipment would allow those formerly unable to use telecommunication systems to more fully participate in the activities and programs offered by government and other community agencies, as well as in their family and social activities. The assistive telecommunication devices or adaptive equipment would be provided on a loan basis to each recipient, to be returned if the recipient moves out of the state. [1987 c.290 §10; 1991 c.872 §3; 1999 c.384 §2; 2007 c.70 §354; 2011 c.264 §2]

**Sec. 11.** (1) With the advice of the Telecommunication Devices Access Program Advisory Committee, the Public Utility Commission shall establish and administer a statewide program to purchase and distribute assistive telecommunication devices to persons who are deaf, hard of hearing, speech impaired or deaf-blind and establish a telecommunications relay service.

(2) With the advice of the Telecommunication Devices Access Program Advisory Committee, the Public Utility Commission shall establish and administer a statewide program to purchase and distribute adaptive equipment to make telephone service generally available to persons with physical disabilities. [1987 c.290 §11; 1991 c.872 §4; 1999 c.384 §3; 2007 c.70 §355; 2011 c.78 §3; 2011 c.264 §3]

**Sec. 12.** (1) A Telecommunication Devices Access Program Advisory Committee shall be established to advise the Public Utility Commission concerning matters of general development, implementation and administration of the Telecommunication Devices Access Program.

(2) The Telecommunication Devices Access Program Advisory Committee shall include:

(a) Nine consumers including seven who are deaf or hard of hearing, one who is speech impaired and one who has a disability;

(b) One professional in the field of speech impairment, hearing impairment or deafness or disability;

(c) One member of the Public Utility Commission or a designee of the commission; and

(d) One representative from those telephone companies interested in providing telecommunication devices access relay services. [1987 c.290 §12; 1991 c.872 §5; 2007 c.70 §356]

**Sec. 13.** (1) The Public Utility Commission shall employ a coordinator for the Telecommunication Devices Access Program, who shall be primarily responsible for:

(a) The distribution and maintenance of assistive telecommunication devices and adaptive equipment;

(b) The provision of telecommunications relay services and monitoring of those service providers; and

(c) Community outreach to locate potential beneficiaries of the Telecommunication Devices Access Program.

(2) The commission may contract with any governmental agency, or other entity the commission considers to be qualified, to assist the commission in the administration of sections 9 to 14, chapter 290, Oregon Laws 1987. [1987 c.290 §13; 1991 c.872 §6; 1999 c.384 §4]

**Sec. 14.** (1)(a) In order to be eligible to receive assistive telecommunication devices or adaptive equipment, individuals must be certified as deaf, hard of hearing, speech impaired or



deaf-blind by a licensed physician, nurse practitioner, audiologist, hearing aid specialist, speech-language pathologist, rehabilitation instructor for persons who are blind or vocational rehabilitation counselor of the Department of Human Services. Certification implies that the individual cannot use the telephone for expressive or receptive communication.

(b) No more than one assistive telecommunication device or adaptive equipment device may be provided to a household. However, two assistive telecommunication devices or adaptive equipment devices may be provided to a household if more than one eligible person permanently resides in the household. Households without any assistive telecommunication devices or adaptive equipment shall be given priority over households with one assistive telecommunication device or adaptive equipment device when such devices are distributed.

(c) Sections 9 to 14, chapter 290, Oregon Laws 1987, do not require a telecommunications utility to provide an assistive telecommunication device to any person in violation of ORS 646.730.

(2)(a) In order to be eligible to receive adaptive equipment, individuals must be certified to have the required disability by a person or agency designated by the Public Utility Commission to make such certifications. Certification implies that the individual is unable to use the telephone.

(b) Sections 9 to 14, chapter 290, Oregon Laws 1987, do not require a telecommunications utility to provide adaptive equipment to any person in violation of ORS 646.730. [1987 c.290 §14; 1989 c.115 §1; 1991 c.872 §7; 1995 c.280 §33; 1999 c.384 §5; 2007 c.28 §2; 2007 c.70 §357; 2011 c.264 §4]

**Sec. 15.** The program of distribution provided in sections 9 to 14 of this Act is to be phased in over a period ending January 1, 1992. [1987 c.290 §15]

**Sec. 16.** Chapter 290, Oregon Laws 1987, is repealed January 1, 2020. [1987 c.290 §16; 1991 c.622 §4; 1997 c.481 §1; 2001 c.408 §1; 2009 c.544 §1]

## **Appendix V:**

### **Copy of Telephone Bill Display RSPF Surcharge**

**Page: 447**

P.O. Box 4300  
Carol Stream, IL 60197-4300

Account Name: ~~MIKE SPECK~~  
Account Number: ~~500624865~~

~~CONFIDENTIAL~~  
Page: 4 of 5  
Bill Date: Sep. 02, 2012

### Local Services Detail

Local Service from SEP 02 to OCT 01

**Recurring Charges**

Non-Published Number	1.00	
Total Optional Features/Services		1.00
Total Recurring Charges		6.50

**Adjustments**

ARC Exemption Credit	0.50 CR	
Total Adjustments		0.50 CR

Total Current Charges For 541- <del>557</del> -8246	6.00
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**Taxes, Fees and Surcharges**

OREGON RSPF Surcharge	0.12	
OREGON State 911 Tax	0.75	
OREGON Universal Service Surcharge of 8.50%	0.43	
Total Taxes, Fees and Surcharges		1.30

Total Current Charges For Local Services	7.30
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## **Appendix W:**

**Copy of FCC Letter of 2008-2013 TRS Renewal**

**Page: 449**



Federal Communications Commission  
Washington, D.C. 20554

July 16, 2008

RECEIVED

2008 JUL 21 A 8:56

Oregon Public Utilities Commission  
Jon Cray, TRS Administrator  
PO Box 2148  
Salem, OR 97308-2148

P.U.C.

Re: Telecommunications Relay Services (TRS); Application No.: TRS-36-07; CG Docket No. 03-123

Dear Mr. Cray:

Pursuant to Title IV of the Americans with Disabilities Act of 1990, section 225(f)(2) of the Communications Act of 1934, as amended, 47 U.S.C. § 225(f)(2), and section 64.606(b) of the Commission's rules, 47 C.F.R. § 64.606(b), the Application of the State of Oregon for certification of its Telecommunications Relay Services (TRS) program, Application No. TRS-36-07, is hereby **GRANTED**. On the basis of its application, the Consumer & Governmental Affairs Bureau (Bureau) has determined that:

- (1) the TRS program of the State of Oregon meets or exceeds all operational, technical, and functional minimum standards contained in section 64.604 of the Commission's rules, 47 C.F.R. § 64.604;
- (2) the State of Oregon's program makes available adequate procedures and remedies for enforcing the requirements of the TRS program; and
- (3) the State of Oregon's TRS program in no way conflicts with federal law.

The Bureau also has determined that the State of Oregon's intrastate funding mechanism is labeled in a manner that promotes national understanding of TRS and does not offend the public, consistent with section 64.606 of the Commission's rules, 47 C.F.R. § 64.606(d).

Because the Commission may adopt further changes to the rules governing relay programs, including state relay programs, the certification granted herein is conditioned on a demonstration of compliance with any new rules ultimately adopted by the Commission. The Commission will provide guidance to the states, U.S. territories, and the District of Columbia on demonstrating compliance with such rule changes.

This certification shall remain in effect for a five year period, beginning July 26, 2008, and ending on July 25, 2013, pursuant to 47 C.F.R. § 64.606(c). One year prior to the expiration of this certification, July 25, 2012, the State of Oregon may apply for renewal of its TRS program by filing documentation in accordance with the Commission's rules, pursuant to 47 C.F.R. §§ 64.606(a) and (b).

Sincerely,

Thomas Chandler  
Chief, Disability Rights Office  
Consumer & Governmental Affairs Bureau